



## Gary Housing Authority

### Position Description

<b>Position Title:</b>	Intake Specialist/Receptionist	<b>Department:</b>	Housing Choice Voucher Program
<b>Reports to:</b>	Program Manager	<b>Approved By:</b>	
<b>FLSA Status:</b>	Non-Exempt	<b>Approved Date:</b>	

#### Summary

The primary purpose of this position is to provide clerical support to the HCV department by performing a variety of customer service duties. The incumbent monitors communication between landlords, participants, and the Authority, particularly in the front desk and reception area of the HCV office. The incumbent will also perform all tasks necessary to maintain HCV waiting lists and eligibility pool to ensure adequate approved applications as the need occurs. As needed will support other tasks and activities in the HCV department.

All activities must support the Gary Housing Authority (“GHA” or “Authority”) mission, strategic goals, and objectives.

#### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Monitors the front desk and reception area of the HCV office, ensuring customer satisfaction is met in a courteous and timely manner.
- Greets incoming visitors, applicants for housing assistance, and clients, and directs them to the appropriate HCV staff; takes documentation from walk-ins; maintains log of incoming visitors.
- Takes incoming calls, answers inquiries or refers calls to other appropriate HCV personnel.
- Types office correspondence such as letters, forms, reports, contracts, and other materials; duplicates, collates, and prepares Authority correspondence for distribution.
- Ensures assigned work is completed accurately and in a timely manner; responds to requests promptly and courteously; and identifies administrative needs of the HCV office to develop appropriate solutions and/or recommendations.
- Tracks, follows-up, and resolves client issues as needed.
- Assists applicants with completing housing assistance applications.
  
- Responds to inquiries from the general public regarding applications for housing assistance and to applicants regarding status on HCV waiting lists.
- Purges applications and withdraws applicants in accordance with policy and procedures.
- Conducts all business in accordance with Fair Housing, Americans with Disabilities Act, Fair Credit Reporting Act, and all other Federal and State laws.
- Assists Program Manager in preparation of reports and applicant communications.
- Promote GHA brand awareness by adhering to GHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by GHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)



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- Performs other duties as assigned.

#### Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

**Job Knowledge:** Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

**Initiative:** Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

**Commitment:** Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition

**Professional Behavior:** Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work.

**Reliability & Judgment:** Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

**Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed

#### **Education and/or Experience**

Associates degree in business, public administration, urban studies, human or social services or related field; or 2 years of related work experience. An equivalent combination of education and experience may be considered. Must possess a valid state issued driver's license and be insurable under the Authority's plan.

#### **Technical Skills**

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks. Must obtain certifications in HCV Eligibility within 1 year of employment.



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#### Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

#### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position generally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud, and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.

Office environment. The noise level in the work environment is usually moderate.

**Those interested in applying should submit a letter of interest and a resume to:  
Wcook@garyhousing.org**

#### Read and Acknowledged

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name [printed]

\_\_\_\_\_  
Approval of Appointing Authority

\_\_\_\_\_  
Date