



## Intake/Portability Coordinator Position Description

Department: Housing Choice Voucher  
FLSA Status: Full-time, Non-Exempt  
Position Type: Permanent  
Reports To: HCV Director  
Benefits: Full

### Description:

This position involves considerable emphasis on waiting list management and selection, admission preferences, and the process of determining final eligibility. This position coordinates all activities involving the intake and portability process exclusive of initiating and receiving portability billing for the HCV Department.

### Duties:

#### ESSENTIAL DUTIES

The statements contained below reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise balance the workload.

An essential function is a duty or responsibility that is critical or a unique component of the job and is required to be performed with or without reasonable accommodations.

- Schedules and conducts eligibility interviews with applicants.
- Processes all initial billing for portable HCV clients inclusive of 50058s and 52665s in a timely manner.
- Ensures briefings are available on a regular basis to educate residents on the rules and regulations regarding the HCV program, including completion and issuance of client and landlord packets.
- Maintains the waiting list utilizing the HAB Encompass or other designated management software for potential participants for the HCV program in accordance with PCHA policies. Process applicants from the waiting list to determine eligibility. Issue vouchers. Notifies ineligible applicants and withdraws application from HAB Encompass or PCHA designated management software.
- Negotiates and prepares Housing Assistance Payments Contracts in accordance with the fair market rents, payment standards, rent reasonableness certification, utility allowances, and annual adjustment factors as prescribed by HUD.
- Coordinates with the Accounting Department to ensure all Housing Authorities are entered in the system and update with any changes to their data including administrative fees.
- Schedules, interviews, process data and correspondence related to issuance of a voucher.
- Prepare and process all necessary documents for tenant briefings.
- Coordinates with HQS Specialist to schedule inspections.
- Assist with mailing of portable billing invoices in a timely manner.
- Handles routine inquiries from clients and the general public.
- Make referrals to the Family Self-Sufficiency Program.
- Performs special assignments as requested.
- Perform related duties and responsibilities as required.

## CORE COMPETENCIES

The following personal attributes are considered essential requisites for effective performance of the holder of this position.

- **Problem Solving Expertise:** Identifying and defining problems/goals including scope and sequence of priorities for attainment; selecting and implementing alternative solution strategies; and supervising resources, constraints, and contingencies.
- **Positive Thinking & Attitude:** Maintains a positive work environment by creating job motivation, remaining enthusiastic about taking challenges, demonstrating an “I care” attitude, approaching others in a pleasant, happy, upbeat manner, and always finding the positive aspect of a negative situation; ability to resolve conflict in positive ways.
- **Communicates Effectively:** Presents ideas and influentially through various means; identifies/shares important information in a timely manner; appears knowledgeable and confident in communicating information.
- **Work Ethic:** Dependable and meets commitments by exhibiting willingness to put in extra hours or extra effort to get the job done; available and presentable for work on a consistent and timely basis.
- **Organization:** Develops plans to achieve objectives by identifying resources needed, time allocations, and anticipated obstacles; utilizes planning tools and methods for prioritizing, organizing and following through.

### **Qualifications:**

#### MINIMUM REQUIREMENTS

- Graduation from a standard high school or possession of a GED certificate.
- Two (2) – four (4) years of Housing Authority experience specifically in the HCV Department.
- A combination of experience and training would likely provide the required knowledge and abilities to qualify.
- Excellent written, communication and organizational skills.
- Florida Class “E” driver’s license and be insurable by PCHAs liability and fleet insurance carrier.

#### QUALIFICATION PROCEDURES

Applications will be reviewed for relevant experience, education and training. Applications must be detailed and complete for proper evaluation. The best-qualified applicants may be required to complete further testing, which may consist of any combination of written, oral or performance examinations. Responses to supplemental questions are required if applicable.

#### KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Computers and ability to operate PCHA software.
- Office procedures, methods, and equipment with particular reference to the receiving of and accounting for money.
- General operation and procedures of a Public Housing Agency (PHA) and knowledge of the laws, regulations, rules, policies and procedures relative to the management of HCV Programs.
- HUD and federal regulations as it relates to the Program, to include HUD forms, policies and procedures.

- Eligibility requirements for HCV Program to include HCV admissions and continued occupancy policies and procedures.
- Community resources to assist participants and the program.

#### Ability to:

- Deal tactfully and effectively with the general public and civic and community organizations or individuals from a variety of social and economic backgrounds.
- Interpret the federal rules, regulations and policies of HCV program as needed to ensure compliance with HUD policies and procedures.
- Interact with others (co-workers, supervisors, PCHA officials and the general public) to include courtesy, tact and diplomacy as needed to establish and maintain effective working relationships.
- Work independently with little supervision to include motivating self, managing time, and prioritizing as needed to determine which tasks require intervention by others and those that can be handled independently as needed to ensure work duties are completed in an accurate and timely manner. Strong attention to details, able to work in a face-paced, time sensitive environment.
- Read, write and comprehend simple instructions, correspondence and memos in English.
- Effectively present information in one-on-one and small group situations to customers, clients and other employees of the Authority.
- Apply common sense understanding to carry out instruction furnished in written, oral or diagram form.
- Communicate clearly and concisely, both orally and in writing.

#### PHYSICAL DEMANDS AND WORKING CONDITIONS

- Office environment.
- Driving a vehicle to conduct work occasionally.
- Work Monday – Friday; some overtime and weekends may be required, hours to be determined.
- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to read a variety of materials and to drive.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.
- Operate mailing and other equipment.
- Contact with dissatisfied or abusive individuals.

#### ADA STATEMENT

In compliance with the Americans with Disabilities Act, the Pinellas County Housing Authority will make reasonable accommodations to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an “undue hardship” on the operation of the employer’s business.

#### ETHICS

As a governmentally funded agency, PCHA is committed to maintaining the highest of ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of

integrity, professionalism and honesty, to merit the respect of co-workers, clients, partners, vendors and the general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy and responsiveness.

#### DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time, without notice.

PCHA is an Equal Opportunity Employer.

**To apply, please use the link below to complete our employment application:**

[https://pinellashousing.na1.adobesign.com/public/esignWidget?wid=CBFCIBAA3AAABLbIqZhBSwZVUw\\_x6Md8vh3e4Ze0N\\_Afuli7iy2UHTc9r2hC4oxkcSFx74HpGU3ReJIIG2Pg\\*](https://pinellashousing.na1.adobesign.com/public/esignWidget?wid=CBFCIBAA3AAABLbIqZhBSwZVUw_x6Md8vh3e4Ze0N_Afuli7iy2UHTc9r2hC4oxkcSFx74HpGU3ReJIIG2Pg*)

**Or click on the link in the Job Announcements Section.**