

# HUNTSVILLE HOUSING AUTHORITY

200 WASHINGTON STREET (35801)  
P. O. BOX 486  
HUNTSVILLE, ALABAMA 35804-0486  
(256) 539-0774

## **JOB OPENING NOTICE**

**APRIL 8, 2024**

- 1) POSITION TITLE: Intake Specialist (Nonexempt)
- 2) NORMAL HOURS: Monday through Thursday and usually, one Friday out of the month.
- 3) SALARY BASE RATE: Minimum \$18.34 per hour
- 4) RESPONSIBILITIES: (See Attached)
- 5) QUALIFIED PERSONS INTERESTED:  

**Qualified** employees should submit an Internal Application Form to the Human Resources Department. The form can be obtained from Human Resources.

**Qualified** external applicants can obtain a position description and application from our website, [www.hsvha.org](http://www.hsvha.org), or at 200 Washington Street. **Resumes will only be accepted with a completed application.**

**Position will remain open until filled.**

HUNTSVILLE HOUSING AUTHORITY IS AN EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER AND DOES NOT DISCRIMINATE AGAINST ANY EMPLOYEE OR APPLICANT FOR EMPLOYMENT BECAUSE OF RACE, COLOR, RELIGION, SEX, GENDER IDENTITY, SEXUAL ORIENTATION, PREGNANCY, STATUS AS A PARENT, NATIONAL ORIGIN, AGE DISABILITY (PHYSICAL OR MENTAL), FAMILY MEDICAL HISTORY OR GENETIC INFORMATION, POLITICAL AFFILIATION, MILITARY SERVICE, OR OTHER NON-MERIT-BASED FACTORS.

## INTAKE SPECIALIST

Huntsville Housing Authority is seeking an Intake Specialist. Under the supervision of the Superintendent of Public Housing Operations, the selected candidate will perform varied clerical work, including, but not limited to, taking applications for public housing and interviewing clients, leasing apartments, answering inquiries, typing, data entry, filing, and other duties as may be assigned. A working knowledge of HUD public housing regulations is a plus.

Associate's degree in Social Work, Business Administration, or a closely related field preferred. Must have a high school diploma or G.E.D., plus three years' experience in a public housing or social service agency; or any equivalent combination of education, training, and experience, which, in the sole determination of the Housing Authority, constitutes the required knowledge and abilities. Must be proficient in Microsoft Word and Excel. Must possess a valid driver's license, and a good driving record. Strong written, verbal, analytical, and interpersonal skills are a must. The minimum hourly rate is \$18.34 per hour.

For a complete position description and application, please visit our website at [www.hsvha.org](http://www.hsvha.org). **Qualified candidates** should submit an application to: **Human Resources Department, Huntsville Housing Authority, 200 Washington Street (35801), P. O. Box 486, Huntsville, Alabama 35804-0486. Position will remain open until filled. NO CALLS PLEASE.**

**Drug/Alcohol/Smoke-Free Workplace**

**EEO EMPLOYER.**

**HUNTSVILLE HOUSING AUTHORITY (HHA)  
POSITION DESCRIPTION  
INTAKE SPECIALIST**

DEPARTMENT	SUPERVISOR	CLASSIFICATION	GRADE	FLSA
Housing Operations	Superintendent of Public Housing	Non-Exempt	23	

**SUMMARY OF DUTIES:**

Under the supervision of the Director of Public Housing Operations, the primary goal is keeping all low-income housing filled with eligible residents according to Huntsville Housing Authority's Admissions and Continued Occupancy Policy (ACOP) and HUD regulations.

**EDUCATION, EXPERIENCE, AND SKILLS REQUIRED:**

1. Associate's degree in Social Work, Business Administration, or closely related field preferred. Must have a high school diploma from a school accredited by a regional accrediting agency recognized by the U.S. Department of Education or G.E.D. certificate issued by the appropriate state agency; or any equivalent combination of education, training, and experience, which, in the sole determination of the Housing Authority, constitutes the required knowledge and abilities.
2. Must complete Fair Housing training annually and demonstrate proficiency in Fair Housing laws and requirements through successful passage of Fair Housing exam required by Director of Public Housing Operations.
3. Must complete Sexual Harassment training annually and demonstrate proficiency in Sexual
4. Harassment laws and requirements through successful passage of Sexual Harassment exam required by Director of Public Housing Operations.

**ESSENTIAL FUNCTIONS OF POSITION INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:**

*All duties listed may not be included in any one position nor does the list include all tasks found in a position of this class.*

1. Review applications for admission in a one-on-one interview with the client.
2. Handle telephone communication from applicants and general public concerning housing-related issues, rent computations, and lease-ups.
3. Verify income and family composition as required. Perform criminal background checks, credit checks, landlord inquiries, and child care cost verifications.
4. Establish and accurately maintain applicants' files, requesting information needed to complete files by telephone and/or letter.

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**INTAKE SPECIALIST**

5. Schedule eligible applicants to view vacant units. Meet applicants for viewing if necessary.
6. Annotate and purge the waiting list on a regular basis. Withdraw applicant file if needed.
7. Notify ineligible applicants by letter or phone. Schedule requested conferences and/or informal hearings.
8. Notify eligible applicants of housing availability. Provide instructions to applicants assigned to available units on the lease-up process.
9. Research and prepare reports and records requested by management and HUD.
10. Advise management on occupancy as it relates to PHAS, monthly, annually, and as requested.
11. Understand the definition of annual income and be able to recognize sources of income that should and should not be included in annual income. Sufficient knowledge of various types of assets to determine income from assets.
12. Knowledge of the required and permitted deductions from annual income used to compute adjusted income and the ability to recognize family circumstances that qualify families for the deductions.
13. Knowledge of the definitions of household types and the effect that household type has on rent determination. The ability to analyze household composition sufficiently to apply these definitions.
14. Knowledge of verification requirements and the ability to determine which verifications are required. Sufficient judgment to determine when alternative sources of verification are appropriate.
15. Ability to complete HUD-50058 entries correctly, including identifying and correctly using transaction codes.
16. Must know HHA's ACOP as it relates to public housing.
17. Must be able to cohesively work with Property Managers and Assistants

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INTAKE SPECIALIST**

**THE FOLLOWING PERFORMANCE STANDARDS ARE ESSENTIAL:**

- Maintain lease-ups necessary to meet occupancy goals.

**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

2. Strong analytical, verbal, written, and interpersonal skills.
3. Must possess and retain a valid driver's license, a good driving record, and must be insurable by the Housing Authority's vehicle insurance policy.
4. Must possess Public Housing Occupancy Certification or obtain certification within six months of hire date.
5. Ability to handle multiple tasks simultaneously.
6. Ability to handle confidential information in a discreet and professional manner.
7. Ability to physically operate personal computers, copiers, facsimile machines, telephones, and other common office machines and equipment.
8. Ability to plan and organize work to include time management and prioritize work to provide efficient departmental support.
9. Ability to work independently and make sound decisions.
10. Working knowledge of Microsoft Word and Excel, with proven ability to learn and master new software.
11. Ability to demonstrate data entry and typing proficiency.

**OTHER RESPONSIBILITIES:**

1. Follow a protocol for collecting technical and highly personal information and to ask probing and clarifying questions as needed.
2. Express complex ideas concisely and effectively and to respond accurately and clearly to questions and comments.
3. Understand and evaluate verification documents (e.g., pay stubs, insurance contracts, banking and investment documents) in order to apply program rules correctly.

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INTAKE SPECIALIST**

4. Make sound judgments when required by program rules (e.g., reasonableness determinations for child care and feasibility determinations for getting third party verifications).
5. Evaluate workloads, project resource requirements, set priorities, and develop realistic implementation plans.
6. Perform other work-related duties as assigned.

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**Employee**

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**Date**

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**HR Director**

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**Date**

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**Deputy Executive Director**

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**Date**