



ECONOMIC IMPROVEMENT COUNCIL, INC.

JOB TITLE: Occupancy Specialist
LOCATION: Elizabeth City Office
SUPERVISOR: Section 8 Housing Director
WORKING HOURS: Monday - Friday, 8:00 a.m. to 5:00 p.m. (Typically)

JOB OVERVIEW:

The Occupancy Specialist is responsible for reviewing applications, determining eligibility, maintaining applicant files, and managing waiting lists for the Public Housing and Housing Choice Voucher (HCV) programs. This role involves conducting briefings, managing tenant disputes, and ensuring compliance with relevant laws and regulations.

KEY RESPONSIBILITIES:

Application Review and Eligibility:

- Review applications to determine initial eligibility for occupancy and/or Housing Choice Voucher admission.
- Ensure applications are complete and enter all pertinent information into housing program software.
- Maintain a pool of completed files for public housing, congregate housing, and housing choice voucher programs.
- Schedule and conduct individual and group briefings for applicants of both public housing and the housing choice voucher program.
- Determine verifications needed to accurately evaluate applicants' eligibility; prepare and submit verification forms to appropriate agencies.
- Verify accuracy of data obtained from residents and applicants during initial application and annual interview; establish eligibility of applicants.
- Complete eligibility determination for new admissions for all assigned programs.
- Notify applicants of determination in writing and explain reasons when application is ineligible or denied.

Waiting List Management:

- Manage and monitor waiting lists for the Public Housing and Housing Choice Voucher (HCV) Programs and any other assigned programs.
- Maintain applicant files for inactive or ineligible applicants of the Public Housing Program.
- Generate and safeguard monthly reports on waiting list progress for auditing purposes.
- Coordinate waiting list sampling with appropriate HACA staff.

Tenant Coordination:

- Review housing quality standards and explain program rules and regulations to prospective tenants of Public Housing.
- Schedule site visits as appropriate with prospective residents.
- Coordinate new tenant orientations with Public Housing management.
- Assist management with tenant disputes and conflict resolutions.
- Assign public housing units as they become available.
- Review and process transfer and reasonable accommodation requests.

Compliance and Reporting:

- Assist in ensuring and monitoring compliance with anti-discrimination and equal access laws, including the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973.
- Recommend updates to HACA policies to maintain compliance with relevant laws.
- Respond to questions about ADA services and eligibility, providing information to prospective applicants, residents, participants, internal and external agencies.
- Manage internal reports as assigned for the HCV department.
- Coordinate the grievance process where applicable.
- Store and file all denied applications and other necessary documentation.
- Answer and respond to telephone inquiries and prepare written correspondence as needed.

REQUIRED SKILLS AND QUALIFICATIONS:

- Proficiency in Microsoft Word and Excel.
- Good communication skills.
- Ability to manage multiple tasks efficiently.

EDUCATION AND EXPERIENCE:

- Associate Degree in Office Management or a related field with two years of experience.

Signature: _____ Date: _____

Updated 7/2024