AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Certification Specialist I
Reports to: Continued Assistance Supervisor
Department: HCVP
Date: June 2012
FLSA Status: Non-exempt

General Purpose:

Conducts annual and interim re-examinations, ensuring that tenants' income, assets and deductions are calculated accurately, timely, and in accordance with AMHA/HUD guidelines.

Essential Duties and Responsibilities:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

50%   Conduct annual and interim re-examinations, within the established time frames. Complete interviews of tenants to verify family composition and complete third party verification. Calculate income, based on third party verifications of income, assets and deductions. Meet with portability clients to issue vouchers and ensure completion of criminal background

20%   Complete data entry into the Tenmast database, and prepare appropriate documentation to inform both the tenant and the property owner of their rental portions.

10%   Ensure accurate file documentation and rent calculation by timely correcting any errors that were found during the quality control process.

10%   Provide accurate and timely information to tenants and owner/agents in response to questions. Respond to clients both in person and on the phone. Provide portability client information to appropriate housing authority and/or agencies, including 50058, income, asset and deduction verifications.

5%   Maintain weekly production logs. Maintain tenant files, including filing all paperwork in client files and preparing applicable logs.

5%   Miscellaneous
                Maintain knowledge of AMHA/HUD guidelines. Attend training sessions.
                Maintain basic knowledge of Ohio landlord/tenant laws.
                Calculate retroactive rent payments.
                Other duties as assigned.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Competencies:

Demonstrates excellent customer service skills with tenants, colleagues, landlords, and outside affiliates and agencies, both on the phone and in person; problem solving skills; math skills; ability to assess situations and offer solutions with in AMHA guidelines; ability to be organized, create efficiencies, and multitask.

Minimum Qualifications, Education and Certifications:

High school diploma or equivalent plus one year clerical and/or bookkeeping experience. Must have proficiency with computers. Rent calculation certification required within one (1) year of employment.

Physical Requirements. 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:

Physical demands may include kneeling, reaching, pushing, fingering, manipulating, talking, hearing, sitting for extended periods, crouching, standing for extended periods, stooping, walking, lifting up to 10 lbs. and repetitive motion using a keyboard, telephone and calculator. The visual acuity requirements include viewing a computer monitor and extensive reading.

Working Conditions. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

Office environment.

Employee Understanding:

The above job description was received, read and understood by me.

_____   _____

Employee's signature   Date

_____   _____

Supervisor's signature   Date

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.