

## AKRON METROPOLITAN HOUSING AUTHORITY

**Job Title:** Housing Placement Clerk  
**Reports to:** Housing Placement Manager  
**Department:** Housing Placement Services  
**Date:** November, 2009  
**FLSA Status:** Non-exempt

### **General Purpose:**

Responsible for determining the eligibility for housing assistance through the preparation, verification and maintenance of applicant documentation, in addition to monitoring wait lists and daily vacant unit listings needed for placement.

### **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.*

- 40% Prepare and maintain applicant files for placement and/or referral to other Authority departments according to eligibility criteria. Enter applicant and occupancy information into the computer and complete all necessary documentation. Determine eligibility in accordance with the Authority's Admissions and Occupancy Policy, including, gathering and verifying income, applicant data verification, and income calculations within specified time frame as defined by AMHA and/or HUD.
- 10% Update and maintain current applicant wait list.
- 10% Schedule placement appointments and interview applicants utilizing standard procedures. Conduct field placement activities as required.
- 15% Conduct client orientation sessions (including question and answer sessions) with moderate size (20–60) groups of prospective tenants.
- 15% Research and compile data required to answer inquiries regarding applications, programs, eligibility and other requests for admissions and occupancy information. Provide information as requested.
- 0-80% Track vacant units and ensure they are scheduled and occupied. Print and manage daily vacancy reports. Contact applicant from wait list. Work with managers to schedule appointments with applicants. Prepare files (update and ensure accuracy).
- 0-80% Print monthly HCVP wait lists. Determine income eligibility and limits. Prepare files (update and ensure accuracy). Ensure that applicant files and wait list are SEMAP compliant. Batch (create a spreadsheet) and send files to the HCVP.

Manage site based wait list (using the same process) on an as needed basis. Work closely with landlords to monitor compliance within specified time frame as defined by AMHA and/or HUD.

- 10%           Miscellaneous:
- Type and file occupancy reports, records and correspondence.
  - Maintain vacancy information.
  - Research outstanding balances on vacated accounts and maintain files on unpaid accounts.
  - Provides coverage for the Client Service Representative for breaks as needed.
  - Determine ready units available to prospective tenants.
  - Pull and send Housing Choice Voucher files and records for various programs.
  - 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 applicants, tenants, and colleagues, both on the phone and in person; remains calm in all situations; ability to comfortably present in a group setting; demonstrates accuracy and attention to detail and provides accurate data and figures.

**Minimum Qualifications, Education and Certifications:**

High school diploma or equivalent with one to two years experience in customer service, data entry and general office procedures. Proficiency with computers required. Must have a valid Ohio Drivers' License and be insurable by AMHA. Prior experience and knowledge of rent calculation procedures and requirements preferred. 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.