

AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Recertification Specialist
Reports to: Recertification Supervisor
Department: Recertification
Date: June 2012
FLSA Status: Non-exempt

General Purpose:

Conduct annual recertifications and interim rent changes for public housing tenants in a timely manner 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.

- 65% Conduct accurate annual and interim recertifications and rent changes within established time frames. Interview residents to gather relevant information about income and family composition, prepares and sends-out third party verifications, accurately calculates rents utilizing information obtained from data gathering process, and prepares appropriate and accurate lease documentation.
- 20% Prepare worksheets and document calculations by hand. Accurately enters all data into computer and on appropriate logs. Maintains accurate and up-to-date resident files, including filing all paperwork in client files and preparing applicable logs.
- 10% Provide accurate and timely information to residents regarding reporting requirements, HUD policies and Agency procedures. Respond in a timely manner to resident inquiries, and follow-up to ensure resident problems are resolved. Maintain expert knowledge of applicable AMHA/HUD guidelines. Maintain positive working relationships with service providers and other social service agencies. Represent AMHA in a professional and courteous manner at all times.
- 5% Miscellaneous
 - Testify at hearings as required.
 - Calculate rent adjustments.
 - Conduct home/site visits as required.
 - Complete resident surveys for other departments as necessary.
 - 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 an ability to multitask, organize, and prioritize effectively; provides excellent customer service to tenants, colleagues at AMHA and other agencies; demonstrates accuracy with data entry and complex calculations.

Minimum Qualifications, Education and Certifications:

High school diploma or equivalent plus one year clerical and/or bookkeeping experience. Proficiency with computers required. Rent Calculation certification preferred, but required within one (1) year of employment. Must have a valid Ohio Driver's License and be insurable under AMHA.

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.