

April 26, 2022

**OCCUPANCY SPECIALIST (CASE WORKER)  
CAREER OPPORTUNITY - HOUSING CHOICE VOUCHER PROGRAM**

**Lorain Metropolitan Housing Authority is accepting applications for the position of Occupancy Specialist in the Housing Choice Voucher Program.**

The position interacts directly with participants to assist and collect information needed to process them through the Housing Choice Voucher Program and interacts directly with landlords.

Starting salary of \$37,401.00, excellent benefits including medical, dental, vision and life insurance; Retirement plan through OPERS and 457 compensation plan; 10 days of vacation that begins on your date of hire; 15 sick days, 15 paid holidays, 2 personal days and a self-care day. Minimum requirements include an Associate's Degree and one (1) year of customer service experience or previous experience determining property rents, or equivalent combination of education and relevant experience (High school diploma/GED minimum). Proof of Covid-19 Vaccination is required.

**Please visit our website and download the application packet and email the completed packet to [jobs@lmha.org](mailto:jobs@lmha.org) or mail it to LMHA, Human Resources Specialist, 1600 Kansas Ave., Lorain, OH 44052. Applications accepted until position is filled.**

EQUAL EMPLOYMENT OPPORTUNITY AUTHORITY

# Lorain Metropolitan Housing Authority

## Classification Description

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Classification Title: Occupancy Specialist  
Department: HCVP  
Reports To: HCVP Manager

Grade: 5  
FLSA Status: Non-Exempt

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### General Statement of Job

The Occupancy Specialist interacts directly with participants to assist and collect information needed to process them through the Housing Choice Voucher Program. Also interacts directly with landlords.

### Specific Duties and Responsibilities

#### Essential Duties:

Conducts interviews, appointments, orientations, voucher issuances, annual reviews, amendments, contracts, and movers with HCVP participants

Maintains and updates participant files for continued eligibility for the HCV program

Enters re-certifications and abatements into the computer

Performs clerical work such as answering the phone and filing

Computes lease/rent amounts, annual recertifications, and interim recertifications

Re-checks own work and historical computations for accuracy on assigned caseload

Assists other Occupancy Specialists, Managers, and Assistant Managers as needed

Participates in training of new staff, including tracking performance

Conducts meetings with participants

Attends and participates in meetings and trainings with partnering agencies

Organizes and computes files to determine rent subsidy for leases; reviews all accompanying documentation

Explains LMHA policies and procedures and HUD regulations to landlords and HCVP participants

Determines affordability for initial leases and informs the landlord

Analyzes data on documentation for rent and subsidy determination

Follows through with inspections, verifications, and other pertinent correspondence

Provides special handling and guidance to special populations that include elderly persons and tenants with disabilities

Performs other related duties as required

### **Education, Experience, and Licenses**

Associate's degree and one (1) year of customer service experience or previous experience determining property rents, or equivalent combination of education and relevant experience (High School diploma/GED minimum)

Must obtain Occupancy Specialist certification within 18 months of hire

Customer Service training and Rent Calculation Certifications are preferred

### **Knowledge, Skills, and Abilities**

- Must pass LMHA office skills and data entry tests
- Proficient in Microsoft Word and Outlook
- Ability to become proficient in LMHA software
- Possesses and/or able to acquire knowledge of HUD regulations, particularly regarding the HCVP
- Must be skilled in conducting self-audits and ensuring that current and historical computations are accurate
- Ability to speak Spanish a plus, but not required
- Ability to explain policies, procedures, and regulations to both landlords and tenants, resulting in mutual agreements between them
- Ability to describe specific problems in a file and to provide written documentation with these explanations
- Excellent interpersonal and communication skills to facilitate the interaction with the public, program participants, landlords, and all levels of LMHA staff
- Requires excellent interviewing and case management skills
- Ability to work with and serve a diverse cultural, ethnic, disabled population and relate to individuals at all socio-economic levels
- Exceptional internal and external customer service skills
- Ability to work in a fast-paced environment and prioritize multiple tasks with frequent interruptions
- Ability to prioritize and plan work activities and use time efficiently
- Ability to explain reasoning for actions taken and be able to document clearly such reasoning in writing
- Ability to maintain confidentiality
- Requires use of small office equipment, including copy machines and multi-line telephone systems

### **Physical Demands/Work Environment**

While performing the essential functions of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects; reach with hands and arms; ascend and descend stairs; speak, see and hear; and push, pull and/or lift up to 25 pounds occasionally. Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

### **ADA/EEO Compliance**

The Lorain Metropolitan Housing Authority is an Equal Opportunity Employer. In compliance with the American's with Disabilities Act, the Housing Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.