

**HOUSING AUTHORITY CITY OF KENNEWICK (KHA)  
JOB DESCRIPTION**

TITLE: Intake/Eligibility Coordinator  
REPORTS TO: HCV Supervisor/Compliance Director  
CLASSIFICATION: Non-Exempt

**POSITION SUMMARY:**

The Intake/Eligibility Coordinator will perform diverse and multifaceted duties for the KHA. The position will process housing program applications for federally subsidized housing programs and provide assistance with on-line application system. Staff member will review applications for eligibility, maintain housing program applicant waiting list(s), promote housing programs and services, maintain agency's master active and archive file system (applicant and tenant files), conduct general receptionist duties in answering multi-phone line system, screen and forward calls, record messages, greet and direct visitors, general public and clientele, provide accurate and efficient agency information to inquiries, conduct general clerical duties in scheduling applicant grievance hearings, clerical support to department staff and Administrative Assistant. Staff member will need to perform all duties with efficiency and full compliance with Housing Authority, HUD, Fair Housing, Washington State Landlord Tenant Laws Federal, State, Local and other applicable laws, procedures, policies and regulations. Coordinator must be bi-lingual English/Spanish. Kennewick Housing Authority (KHA) is an Equal Opportunity Employer M/F/H

Essential Duties and Responsibilities:

**Performance Area #1: Intake: Housing Program Applications:**

- Receive and fully process housing program waiting list applications for federally subsidized housing programs for eligibility including but not limited to determine eligibility for individual household member status, household income, allowable deductions, Housing Authority local preferences, appropriate household unit bedroom and voucher size, rental and criminal history checks, prior participation in subsidized housing programs, estimated tenant gross rent, tenant rent, utilities, etc., with accuracy and efficiency and in compliance with Housing Authority, HUD, Fair Housing, Washington State Landlord Tenant Laws and other Federal, State, Local applicable laws, procedures, policies and regulations; assist applicants who may have difficulty accessing on-line application system;
- Conduct necessary follow up actions (in person, in writing, phone, etc.) to obtain appropriate and necessary documentation/verification needed to determine application eligibility, interview individual housing applicants as necessary by use of effective, professional communication skills in order to communicate with a wide range of diverse populations utilizing the language line, when appropriate;
- Maintain applicant physical and computer data base files regarding required information/verification, review files for program compliance to ensure all documentation, information, and signatures are current, consistent, complete, and accurate;
- Prepare and issue applicant eligibility determination notices for housing programs waiting list(s) through written correspondence with use of professional and efficient written communication skills;
- Schedule applicant appeals/grievance hearings regarding denial or ineligible applications, efficiently explain hearing procedures, take appropriate and efficient action based on final hearing determination, accurately and efficiently document actions in applicant physical and computer data base files.

**Performance Area #2: Housing Program Waiting List(s):**

- Maintain housing program waiting list(s) containing all applications received, assess as eligible, ineligible, pending status, etc., maintain waiting list(s) in an accurate and current status with applications fully assessed and ready for distribution to department case managers to fill program vacancies per Housing Authority, HUD, Fair Housing, Washington State Landlord Tenant Laws and other applicable Federal, State, local procedures, policies and regulations;
- Conduct and complete fiscal year application waiting list(s) purge activities, maintain appropriate application waiting list log(s) and documentation for compliance, per KHA and HUD procedures and regulations;
- Prepare, issue and maintain accurate and efficient weekly, monthly, quarterly and/or fiscal year (FY) reports regarding housing program waiting list(s) as required;
- Responsible to maintain Housing Authority's Housing Choice Voucher (Section 8) Program Landlord/Owner Rental List for available units for leasing, ensure listings are continuously current and updated with documenting updated

activities and verifications on list; assist applicants in locating appropriate housing via use of Landlord Listing and/or referral to bulletin board property listings.

**Performance Area #3: Receptionist/Clerical Duties:**

- Operate Housing Authority administration office(s) multi-phone line system, screen and forward calls to appropriate department staff and record messages with accuracy and efficiency;
- Greet and direct visitors, general public and clientele to appropriate department staff;
- Provide appropriate, accurate and efficient agency information to inquiries from the general public, tenants, etc.
- Accept and process incoming mail from clientele, landlords, general public through Housing Authority's main administration office(s) and distribute to appropriate departments and staff, per agency procedures and policies;
- Receive and process housing unit, building/facility maintenance repair work orders and forward to appropriate maintenance department staff & other appropriate department staff with accuracy and efficiency;
- Maintain Housing Authority's community resource information center (obtain and post current community resource literature in administration offices);
- Responsible to update and maintain current and accurate Housing Choice Voucher (Section 8) Program Briefing Packets for distribution; responsible to update and maintain current and accurate Housing Choice Voucher (Section 8) Program Landlord/Owner Packets for general distribution;
- Provide general clerical support to department staff when directed by Executive Director;
- Agency Active and Archive Record Systems: Responsible to maintain Housing Authority's active and archive record system (active and archive program applications and tenant files) with maintaining current master logs of archived files with efficiency, accuracy and in compliance with Housing Authority, HUD, Federal and State procedures, policies, regulations and applicable laws, duties require minor physical activity of relocating files/files boxes from one work and storage area to another location;
- Copy, collate and distribute agency and tenant literature and written correspondences (notices) through a variety of delivery methods, which takes place in an inside and outside environment.

**Other Job Functions:**

- Maintain clientele, staff and agency confidentiality is mandatory for the position;
- May be required to drive company vehicle in performance of off-site job duties;
- Will be required to attend periodic trainings on a myriad of applicable subjects such as Fair Housing, Landlord Tenant Law, customer service or cultural diversity seminars, CPR, basic First Aid techniques and Blood borne Pathogen's; and remain current, knowledgeable and comply with all requirements;
- Maintain awareness of local social service agencies and community resources to provide information and referral services to applicants, clientele and general public;
- Attend agency meetings and events for KHA's applicants, tenants/program participants and the general public with KHA management staff and as directed by supervisor;
- Perform light lifting of up to 15-25 pounds, predominately boxes, binders, paper products, small office equipment, files, etc. Items will be lifted and moved approximately 2-5 feet or lifted off/on the floor and shelving and moved from one area of the administration office to another on-site location;
- Maintain strict personnel, clientele, and agency confidentiality.
- Remain current, knowledgeable and skilled on Housing Authority's computer based software systems, HUD and on-line industry systems is mandatory for the position;
- May be assigned to investigate complaints of program abuse and fraud. Document and take appropriate action in such cases, per agency policies and procedures with accuracy and efficiency and subject to legal hearings, HUD and governmental official review;
- Provide referral information to applicants/participants after developing knowledge of local social service agencies and community resources to provide information and referral services to applicants, clients and general public;
- Other duties as assigned by supervisor. KHA reserves the right to change, reassign, or combine job duties at any time.

**Working Conditions:**

Duties are performed in an office environment while sitting and/or standing at a desk performing multiple and intensive clerical, administrative and case management functions. Duties will require performing minor physical activity for the maintenance of the agency active and master archive record/file system of relocating files, binders, boxes, etc. or distributing agency literature or tenant notices, which takes place in an inside and outside environment. Position requires patience and the ability to multi-task and work cooperatively with applicants, participants and KHA staff members.

Minimum Education and/or Experience Requirements:

- Interpret and translate from English/Spanish or Spanish/English for staff, participants, applicants and the general public.
- GED or High School graduate.
- Multiple years of office experience in a fast-paced Professional business environment that deals with confidential Information and knowledge of professional office practices, procedures and office equipment. Must possess keyboarding skills and the ability to operate a computer and computer software programs (MS Word & Excel);
- Possess and maintain proficient and professional communication (oral & written) and a positive customer service approach with KHA customers and employ a team approach with KHA staff members;
- Efficiently and proficiently interpret oral and written instructions

Ability to:

- Aptitude and ability to learn Housing Authority's Administrative policies and procedures, Public Housing Program Admission and Continued Occupancy Policies (ACOP) and Housing Choice Voucher (Section 8) Program Administrative Plan and other housing program policies administered through the Housing Authority as well as other applicable subsidized/non-subsidized housing programs and services within one year of hire;
- Aptitude and ability to learn Fair Housing and Washington State Landlord/Tenant Laws; E HUD, Federal and State subsidized housing programs KHA administers and Landlord Dwelling Leases and other applicable documents for occupancy/leasing;
- Aptitude and ability to learn to calculate annual income eligibility for admissions & continued assistance with efficiency and accuracy, per KHA, HUD, Federal, State and local procedures, policies and regulations. This task requires an ability to read, write, and complete basic mathematical calculations;
- Aptitude and ability to learn KHA Housing Management Software System (currently utilizing the Lindsey System);
- Ability to work efficiently and accurately with frequent interruptions to meet short-term deadlines under pressure;
- Remain calm under stressful situations.

Licenses, Certificates and Other Requirements:

- Must possess and maintain a valid Washington State Driver's License and evidence of a good driving record for pre and continued employment (must possess a valid Washington State Driver's License within 30 days of employment);
- Ability to successfully pass a pre-employment drug screening test and pre-employment criminal background check;
- Complete applicable Intake/Eligibility Specialist on-line or in person training course during the first year of employment at the KHA's expense and subject to funding availability.