

DALLAS HOUSING AUTHORITY

JOB VACANCIES

MARCH 15, 2010

Job Title: RESIDENT ELIGIBILITY SPECIALIST

Salary: \$26,410 - \$39,614

Location: IN-TAKE & PLACEMENT/HOUSING OPERATIONS

Number of Vacancies: 5

Summary: Under general supervision, interviews, investigates and verifies eligibility of clients for DHA housing programs; responds to requests for information within the scope of authority.

Essential Job Functions: *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

- Greets and assists clients, and makes them feel comfortable and welcome; collects data and provides information within scope of authority.
- Conducts group eligibility classes and interviews with persons applying for admission to public housing programs; performs annual and interim reexaminations of client income and family composition, obtains information that verifies family composition and other factors affecting eligibility; resolves issues and assures effective communications with clients.
- Enters required information on application forms; assists in determination of eligibility and calculation of rent; conducts screenings and hearings to determine eligibility of applicants.
- Processes applications; maintains file on applicants; replies to inquiries by telephone and mail regarding status of applications; makes offers to eligible applicants.
- Reviews client files, verifies information, and maintains program documentation files and updates waitlists as required.
- Counsels clients concerning their rights and responsibilities under the Walker Settlement and voucher programs; performs re-examinations
- Performs clerical and administrative duties, including data entry, preparing and processing various documents, and maintaining client database files.
- Coordinates and schedules meetings and appointments as requested
- Explains nature of DHA programs, procedures and services to clients; maintains absolute confidentiality of work-related issues, client records and DHA information.
- Supports the relationship between DHA and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and DHA staff.
- Enthusiastically promotes the President/CEO's priorities for the operations of DHA.

- Performs other duties as assigned or required.

Knowledge and Skills:

- Knowledge of DHA organization, operations, policies and procedures.
- Knowledge of HUD housing program regulations and eligibility requirements.
- Knowledge of interviewing techniques and procedures, and professional rules of conduct.
- Knowledge of public housing management and occupancy issues and requirements.
- Knowledge of basic principles of record keeping, case files and records management.
- Knowledge of business and personal computer hardware and software applications.

- Skill in assessing and evaluating public housing issues.
- Skill in assessing, reviewing, updating and maintaining files, reports and documentation.
- Skill in establishing cooperative working relationships with employees and the general public.
- Skill in effective communication, both verbal and written.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.

MINIMUM QUALIFICATIONS:

Bachelor's degree in Business Administration, Social Sciences or a related field; AND one (1) year of work experience in real estate or social programs; OR an equivalent combination of education and experience.

Rent Calculation Certification required within one (1) year of appointment.

Valid Texas State Drivers License required.

DEADLINE TO APPLY: MARCH 26, 2010

To apply for this position:

- 1. All Candidates must provide a completed employment application.**
- 2. Resumes will not be accepted in lieu of applications.**

To obtain an employment application, candidates may print an application from our website at www.dhadal.com. Applications may also be obtained from the Human Resources Department located at the central office at 3939 N. Hampton Road, Suite 130, Dallas, TX between the hours of 8:00 AM to 5:30 PM, Monday-Thursday and 8:00 AM – 12:00 PM and Friday's. No applications will be accepted after the noted closing date on the announcement.

If you have a qualified candidate interested in the above position, please ask them to submit their application, criminal history investigation form and the applicant data record to DHA at:

EQUAL OPPORTUNITY

THE HOUSING AUTHORITY OF THE CITY OF DALLAS TX WILL NOT DISCRIMINATE ON THE BASIS OF RACE, COLOR, NATIONAL ORIGIN, RELIGION, SEX, DISABLED, FAMILIAL STATUS OR AGE.