

Program Specialist

DuPage Housing Authority
Wheaton, IL
careers@dupagehousing.org
Full-time

Position Description:

This position duties include a wide range of activities related to determining and documenting applicant and/or participant eligibility, income, rent and contractual relationships with owners in support of the Housing Choice Voucher (HCV) operations using written administrative policies and procedures. The position requires full accountability for assigned cases including accurate and complete files, resolution of customer service cases, and responsiveness to participant and landlord inquiries.

Supervision Received and Exercised:

Operates under the direct general supervision of a supervisor; the Program Specialist exercises no supervision over other employees.

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.

- Manage an assigned caseload of HCV participants
- Conduct annual recertification within required time frames
- Complete interim recertifications as required
- Conduct participant briefings
- Process and monitor participant moves to a new dwelling
- Determine housing assistance payment and tenant rent calculation
- Educate participants on program requirements and family obligations
- Resolve concerns between owners, tenants, and the Public Housing Authority (PHA)
- Process all transactions within the PHA's required business systems
- Maintain accurate and complete applicant/participant files
- Provide excellent customer service to participants, landlords, co-workers, clients and vendors
- Conduct all job functions in alignment with the PHA's Administrative Plan, HUD regulations and other state and local requirements
- Obtain certification in Rent Calculations with passing score of 80% or more required within 120 days of employment
- Ensure regular attendance and punctuality
- Perform other duties as assigned



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www.DuPageHousing.org Accessibility icons for a wheelchair and a house.

Education and Experience

- This position requires a high school diploma. A minimum two-year college degree, or Bachelor's degree in Public Administration, Sociology, or related field preferred
- One year of related social service experience, preferably with a Section 8 housing program required

Education is equivalent to a four-year degree from a regionally accredited institution in Public Administration, Social Science, or a closely related field.

Alternatively, a minimum completed 60 college/university credit hours: a minimum of two years of progressively responsible work experience for a public agency, or related work in the social service or community service to satisfy the qualifications.

Must have the ability to interpret and apply regulations pertaining to the program. Must be able to communicate effectively both orally and in writing and have excellent interpersonal skills and possess strong computer and organizational skills.

Performance Expectations:

Confidentiality, strong customer service skills, excellent communication skills, quality, accuracy, timeliness, reliability, and thoroughness of work performed; ability to gain the trust and respect of management, coworkers; maintain the integrity of confidential business and product information; ability to communicate effectively and develop good working relationships with other employees is essential to accomplish goals and objectives of the Department.