

	<b>JOB DESCRIPTION</b>	
	Position Title	<b>INTAKE SPECIALIST</b>
	Dept./Status	Property Management / Non Exempt
	Date	November 2018

**POSITION OVERVIEW**

An employee in this position performs responsible professional work involving the determination of eligibility of individuals and families for assisted housing and performs related work as required.

**DUTIES AND RESPONSIBILITIES**

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the work load. The functions listed are also examples of duties that may be required and in no way imply a contractual agreement between the employer and employee or affect the at-will relationship between the parties.

1. Directs persons interested in applying for housing to the Winder Housing Website, explaining that applications must be completed and submitted online. Explain Winder Housing Authority’s Fair Housing guidelines to every interested person.
2. Uploads applications from SACS, schedules verification appointments and mails appointment letters to applicants.
3. Interviews applicants for eligibility, securing and verifying data provided.
4. Processes applications and determines final eligibility using a number of complex verifications, calculations, etc.
5. Maintains electronic waiting list and transfer waiting list, according to unit size, rent ranges, and preferences for the low rent housing program.
6. Verifies income, assets, and reviews all other items for completeness and accuracy to ensure compliance with regulations.
7. Provides correspondence to applicants as needed, documenting all conversations, letters, visits, etc. in the notes screen of the SACS database.
8. Selects and offers units in accordance with the Tenant Selection Plan. Handles all interaction with client from application process through day of move in, which is coordinated with the Property Manager.
9. Coordinates transfers within the developments in accordance with TSAP.
10. Educate clients about resources available in community and provide formal referral as needed.
11. Performs other related duties as required by the Executive Director.

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### **REQUIRED KNOWLEDGE AND ABILITIES**

1. Knowledge of the guidelines, rules and regulations relating to the occupancy for low rent housing, as established by HUD and the Authority's TSAP. Ability to interpret and carry out these complex regulations in a fair and consistent manner.
2. Ability to establish and maintain effective working relationships with clients, co-workers, and the general public.
3. Ability to work with other social service agencies to provide a referral network to applicants.
4. Ability to prepare clear and concise reports.
5. Ability to communicate complex ideas effectively orally and in writing.
6. Ability to work with individuals from many different socio-economic backgrounds in a professional manner.

### **MINIMUM EDUCATION, TRAINING, AND/OR EXPERIENCE**

Any combination of education and experience equivalent to graduation from an accredited college or university with major course work in sociology or social work; and/or considerable experience in social work or housing management, preferably with a housing authority or a community-based social services agency.

### **PHYSICAL REQUIREMENTS**

This position is required to work in an office setting that is generally accessible to the mobility and sensory impaired. The incumbent must have the ability to utilize standard office equipment and access files and documents. The incumbent must have the ability to lift up to 20 pounds and must be able to work while seated for extended periods of time.

### **SPECIAL REQUIREMENTS**

1. Certification as an Intake Specialist within 1 year of hire.
2. Possession of a valid Georgia driver's license.
3. Able to be covered under the Authority's fidelity bond.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform the essential job functions, the following minimum qualifications or standards are required:

- Language Skills – Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.
- Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.

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- Reasoning Ability – Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- Computer Skills – To perform this job successfully, an individual should have working knowledge of Microsoft Office software, particularly Outlook, Word, and Excel. General knowledge of Scott Accounting software is preferred.
- Physical Demands – 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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
  - While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell.
  - The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
  - Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- Work Environment – The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
  - While performing the duties of this job, the employee is occasionally exposed to outside weather conditions.
  - The noise level in the work environment is usually moderate.

## **COMPETENCIES**

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical – Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.
- Design – Generates creative solutions; Demonstrates attention to detail.
- Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.
- Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.

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- Written Communication – Writes clearly and informatively; Presents numerical data effectively; Able to read and interpret written information.
- Change Management – Communicates changes effectively.
- Teamwork – Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Quality Management – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Business Acumen – Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- Cost Consciousness – Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Ethics – Treats people with respect; Keeps commitments; Works with integrity and ethically. Upholds organizational values.
- Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values;
- Judgment – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Motivation – Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Takes calculated risks to accomplish goals.
- Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.
- Quantity – Completes work in timely manner; Works quickly.
- Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.
- Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time or notifies appropriate person with an alternate plan.
- Initiative – Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.
- Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

## Intake Specialist

I have received a copy of my job description and understand I am responsible for ensuring that I am able to perform the functions assigned to me in a safe manner according to all laws, agency rules, policies and procedures.

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Employee

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Date

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WHA Representative

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Date