

## FARGO HOUSING & REDEVELOPMENT AUTHORITY

### **JOB DESCRIPTION**

**Job Title:** Eligibility Specialist  
**FLSA Status:** Non-Exempt  
**Reports To:** Deputy Director  
**Employee Appointment:** Full Time  
**Supervision Exercised:** None

**Job Purpose:** This position is responsible for preparing and managing waiting lists for FHRA programs to promote the Mission of the FHRA.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- A. Maintain and update eligibility lists for Public Housing, Housing Choice Voucher, Affordable, and Homeless rental assistance programs by processing client-prepared applications daily.
  - 1. Review applications for completeness by checking applicants' names with various verification methods to include background checks.
  - 2. Coordinate and complete screening protocols which include background, credit, and citizenship checks.
  - 3. Mail letters of notification to clients acknowledging incomplete application or denial of assistance.
  - 4. Open the client's file, maintain open files with current information provided by clients/agencies and provide copies to project/managers if applicable.
  - 5. Enter application information to tracking software and apply the information to appropriate programs; update client information to software as it becomes available, including change of address.
  - 6. Notify clients in writing of "top of list" status for Housing Choice Voucher rental assistance based upon monthly established quotas or Scattered Site Housing based on size of rental unit available/requested, following established procedures for specific programs.
  - 7. Update waiting lists and applicant files with status changes as reflected by response to deadlines in letters mailed to applicants with "Top of List" status, following established procedures.
  - 8. Attend monthly meetings of Housing Choice Voucher, Public Housing, and Affordable Administrators for updates of administrative policies and procedures.
  - 9. Prepare affidavits, terminations, case conference letters, informal hearing notices, repayment agreements, etc. as directed.
  
- B. Perform supportive staff duties using learned skills daily.
  - 1. Word processing of forms, letters, reports, policies, memos, notices, newsletters and banners as needed.
  - 2. Maintain file logs using incoming and outgoing correspondence and notices as needed.
  - 3. Prepare and distribute FHRA waiting list report quarterly.

4. Prepare files, including organizing and assembling documents and preparing and affixing appropriate labels.
  5. Files documents, forms and correspondence according to established filing system.
- C. Perform client service duties daily as needed.
1. Assist clients and potential tenants with their questions on their applications.
  2. Assist potential tenants with their questions on the FHRA waiting list.
- D. Ability to keep information confidential and use professional discretion when necessary.
- E. Provide support to employee's requests by using professional, positive, timely and effective verbal and written communication.
- F. Show a demonstrated interest in FHRA's mission.
- G. Adhere to FHRA's Core Values.
- H. May perform other duties as assigned to promote the FHRA mission.

## **MINIMUM REQUIREMENTS**

**Education:** Associate's degree in business related field or combination of education and experience to perform job duties as described.

**Experience:** At least two (2) years practical work experience in an office support position; working knowledge of Microsoft Word, Excel and Outlook and the ability to generate reports and forms. Understanding of Fair Housing laws.

Have a valid driver's license and proof of automobile insurance coverage.

Must pass pre-employment drug test, criminal background investigation and driving record review

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Working knowledge of Microsoft Word, Excel and Outlook.
- Possess effective time management skills.
- Ability to conduct self in a professional and upbeat manner.
- Be familiar with modern office practices, procedures and equipment.
- Working knowledge of grammar, spelling and punctuation.
- Ability to perform basic mathematical computation.
- Knowledge of data processing methods, information storage and retrieval techniques.
- Must have a professional appearance and courteous manner and be able to deal effectively with all levels of staff and the public, including people of different social, economic and ethnic backgrounds.

- Ability to establish positive working relationships with co-workers, supervisors, clients, officials, other agencies and the public.
- Must exercise good judgement in maintaining the confidentiality and integrity of sensitive information.

### **PHYSICAL/ENVIRONMENTAL REQUIREMENTS**

Have vision, communicate clearly, hear, reach with hands and arms, use hands to finger, handle, or feel, walk, stand, stoop, kneel, crouch, crawl, sedentary work exerting up to 20 pounds of force occasionally. Work in heated, air-conditioned, ventilated and well-lighted areas with office equipment level of noise and various indoor/outdoor conditions. Regular working hours are within a weekday, daytime timeframe with occasional evenings.