



Voucher Specialist and Real Estate Coordinator

Reporting to the Real Estate Manager, the Voucher Specialist is responsible for the Housing Choice Voucher (HCV) program and supporting the activities of Real Estate Development. The Voucher Specialist and Real Estate Coordinator is responsible for maintaining all HCV files and ensuring compliance with the organization's policies and procedures as well as those that oversee the program. This is a full time exempt position; expected to work occasional evenings and weekends.

Job Description

The Voucher Specialist and Real Estate Coordinator plays a central role in the processing of initial applications, annual recertifications, and interim recertifications for housing assistance. This candidate will maintain a caseload and be responsible for the administrative and clerical functions associated with participants' eligibility in housing assistance programs. This position will also support the Real Estate Department in the execution of the Real Estate Development Activities in compliance with grant requirements for reporting and accountability. The ideal candidate will demonstrate exceptional customer service and resident relations and possess excellent analytical, interpersonal, organizational, and writing skills and the ability to exercise extensive discretion, independent judgement and political acumen. The candidate's knowledge and abilities should include experience with the HCV Program.

Responsibilities: **(Include but not limited to)**

Voucher Specialist

- Receiving and reviewing applications from potential program participants; interviewing applicants; investigating and verifying information received; and determining housing eligibility.
- Preparing residents for continued eligibility through the completion of necessary documentation and recertification appointments.
- Ability to deal calmly with clients who are distressed and may be highly emotional.
- Calculating annual income, determining initial eligibility, and calculating resident rents and total payments in accordance with related regulations; determining income allowances and deductions; and providing residents with relevant documentation.
- Coordinating with landlords to obtain and/or provide documents including leases, HAP contracts, and affordability notifications.
- Conduct Housing Quality Standards inspections on all assisted units.
- Assure accuracy of data input into client management software.
- Provide administrative support to Real Estate Manager.

Real Estate Development

- Coordinate internal resources and third parties/vendors for the flawless execution of projects.
- Ensure that all projects are delivered on time, within scope and within budget.
- Develop a detailed project plan to monitor and track progress.

- Manage changes to the project scope, project schedule and project costs using appropriate verification techniques.
- Establish and maintain relationships with third parties/vendors.
- Create and maintain comprehensive project documentation.

Reporting

- Ensure timely submission of monthly, quarterly, or annual reports to grantors and Federal, State and City agencies as required by those organizations.
- Provide monthly reports on production to NWSoco Board.
- Review and respond to audit or Program Review findings.

Other

- Seek out and complete applicable training when required for performance.
- May perform additional duties of similar or related nature as assigned.
- Some travel for training may be required.

Qualifications

- The ability to work productively in a fast-paced and sometimes high stress environment.
- The ability to analyze complex situations and provide viable solutions.
- Ability to read, analyze and interpret general business periodicals, professional journals, and technical procedures.
- The ability to think creatively and introduce new ideas and programs that align with the organization mission and create more visibility and earned income revenue for the organization.
- High level of verbal, written and electronic communication skills.
- The ability to task, prioritize and multi-task effectively.
- The ability to communicate professionally with community contacts.
- Organized and self-motivated to maintain daily responsibilities as well as special projects.
- Office computer skills; MS Outlook, MS Word, Excel, (includes creating, editing, and maintaining various applications as well as creation and maintenance of spreadsheets in Microsoft Excel)

General Terms Applicable to This Position

Employed at Will. This job position is at-will, meaning that either the employee or the Company may terminate the employment relationship at any time, with or without cause or prior notice.

Not a Contract. This job description is not a contract of employment and is subject to change by the Company at any time without prior notice to the employee.

Duties Not Inclusive. The duties listed above are examples of essential functions of the job position but are not all-inclusive. The Company may require the employee to perform additional duties not listed and may modify the duties listed. Reliable attendance is an essential duty of this position.

Handbook. The Employee Handbook contains important guidelines regarding employment with the Company that apply to employees. Employee is responsible for reading and abiding by the Employee Handbook guidelines, which Handbook may be modified from time to time by the Company.

Reliability. This position requires that the person be reliable in terms of attendance. This is essential to performing the job satisfactorily.

NeighborWorks Southern Colorado is an Equal Opportunity Employer.