

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE: Housing Intake Coordinator

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>	<u>Department</u>	<u>Reports To</u>
B	2	3	Non-Exempt	Public Housing Intake	Housing Intake Manager

CLASS SUMMARY:

This position is responsible for managing waiting lists for public housing programs and performing reviews of housing applicants.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1.	Maintains housing waiting lists in accordance with laws, regulations, and policies.
2.	Reviews credit checks, background checks, and other documents related to housing applications and determines initial applicant eligibility for housing programs.
3.	Reviews completed applications for accuracy and prepares final decisions regarding approval or denial for housing and/or need for additional applicant information in accordance with laws and policies.
4.	Provides testimony at hearings regarding reasons for rejecting housing applications.
5.	Schedules and attends applicant processing meetings to provide housing program information, obtain applicant information, and assist in responding to applicant questions.
6.	Approves or denies tenant requests to add individuals to existing leases.
7.	Prepares transmittal, HOD, or other reports.
8.	Provides standard housing information or guidance to applicants, tenants, and others.
9.	Provides guidance to Housing Intake Personnel.
10.	Performs other duties of a similar nature or level.

TRAINING AND EXPERIENCE (positions in this class typically require):

High School Diploma or equivalent (G.E.D.); 3-5 years of related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS (positions in this class typically require):

Licensing Requirements:

- Notary Public

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Housing waiting list requirements;
- Housing program eligibility requirements;
- Housing program availability;
- Preparing testimony;
- Leasing requirements;
- Methods of preparing reports;
- Federal, state, and local laws, rules, and regulations;
- Computers and related software.

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Independent Judgment/Decision Making/Problem Solving:

Performs tasks and duties under general supervision, using established procedures and some innovation. Chooses from limited alternatives to resolve problems. Occasional independent judgment is required to complete work assignments. Often makes recommendations to work procedures, policies, and practices. Refers unusual problems to supervisor.

SKILLS (position requirements at entry):

Skill in:

- Maintaining waiting lists;
- Determining applicant eligibility;
- Preparing testimony;
- Preparing reports;
- Using computers and related software;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, and others sufficient to exchange or convey information and to receive work direction.

PHYSICAL REQUIREMENTS:

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

SIGNATURES:

EMPLOYEE

SUPERVISOR