



Position Description

Position Title:	<i>Intake Support Specialist</i>	Department:	<i>HCVP/Asset Management</i>
Reports to:	<i>Program Manager</i>	Approved By:	<i>Sarah Smith</i>
FLSA Status:	<i>Non-Exempt</i>	Approved Date:	<i>February 23, 2022</i>

Summary

The primary purpose of this position is to assist the Housing Choice Voucher Program (HCVP) and Public Housing (PH) with ensuring full occupancy by qualified tenants.

All activities must support the Fort Wayne Housing Authority (“FWHA” or “Authority”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- *Receives and responds to inquiries from applicants, residents, landlords, and community organizations when appropriate.*
- *Prepares general correspondence such as letters, forms, reports, and other materials. This will include applicant notifications, request for information, denial letters, request for lease and HAP, etc.*
- *Maintains on-line application portal, Rent Café, by accepting updates, changes, new waiting list applications, etc. Properly documents changes for Yardi and/or paper file as needed.*
- *Reviews applications for completeness and request missing information and updated information as needed.*
- *Updates waiting list(s) changes in Yardi.*
- *Maintains accurate waiting list status in Yardi for all applicants and newly leased participants.*
- *Create and maintain accurate and complete paper files for applicants and newly leased participants. This includes making sure file changes and updates are filed, filing applicant file in current workflow categories, and producing a complete and accurate brown file after leasing is complete.*
- *Collaboratively works cross functionally to ensure best outcomes for those we serve and the organization.*
- *Assist with reviewing applications from potential residents; interviews applicants; investigates and verifies information received; and assists with determining housing eligibility.*
- *Assist families during housing search by contacting voucher holders during the search process. This opportunity will be used to assess families progress in locating a unit, answer questions, give guidance (if needed) on program requirements, provide suggestions on unit search and reinforce the importance of locating a unit prior to the voucher expiration date.*
- *Promote FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the various programs offered by FWHA is accurate.*
- *Performs other duties as assigned.*



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Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; and does fair share of work

Reliability & Judgment: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed

Education and/or Experience

High School Diploma or GED equivalent and a minimum of two years' experience performing office/administrative work. An equivalent combination of education and experience may be considered. Must possess a valid state issued driver's license and be insurable under the Authority's plan.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must possess accurate data entry and typing skills. Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands



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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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

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.

Office environment: The noise level in the work environment is usually moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]

Approval of Appointing Authority

Date