



Broward County Housing Authority – Intake Specialist

Job Summary:

Performs clerical support work by maintaining the Assisted Housing waitlist, determining eligibility, and providing participants with the tools necessary to locate and secure suitable housing.

Hiring Pay Range: \$28,435 - \$45,495

Years of Experience:

Minimum one (1) year of experience working in customer service or government services function. Experience in a housing authority helpful.

Education:

Minimum two-year degree from an accredited college or university OR a high-school diploma and two years of related work experience.

Responsibilities:

1. Interviews applicants from the waiting list for the Assisted Housing Programs to determine eligibility by verifying all income, allowances and assets in compliance with federal regulations; notifies applicants of final determination.
2. Conducts group and individual presentations/orientation of new applicants; prepares all necessary documentation prior to orientation for applicant review and signatures.
3. Reviews the Request for Tenancy Approval (RFTA) and initial rent survey forms for completeness and accuracy.
4. Prepares HAP contracts, payment forms and reviews landlord/tenant lease for accuracy and proper execution.
5. Processes HAP contracts and submits all necessary HUD forms and support documents as required.
6. Creates and maintains participants' files and transfers to other AH staff once the file is completed.
7. Fully and effectively complete the intake process for every person seeking services, ensuring that all forms are properly and completely filled, in accordance with established protocols, processes and procedures.
8. Assists other Assisted Housing staff with re-examinations and interim changes processes when needed.

Core Competencies:

- Excellent customer service skills, interviewing skills, and the ability to connect with diverse personalities and backgrounds.
- Ability to be patient and flexible with people who may have trouble communicating or understanding.
- Ability to operate various office equipment including computer, fax machine, copier, scanner, and phone system.
- Basic to Intermediate data entry skills.
- Basic mathematical skills which would usually be obtained through a high school education or equivalent. Ability to communicate effectively through verbal and in written means in e-mails, letters, reports, memos, and personal meetings.
- Ability to multi-task.
- Basic skills in the use of personal computers and various software including Microsoft Office (Word, Excel, Outlook).
- Bilingual in English/Spanish is a plus.

If you or someone you know is interested in the positions please visit our website www.bchaf1.org and click About Us and Careers.

About Strategic Philanthropy:

Strategic Philanthropy, Inc. a south Florida based company, was founded on the belief that effective corporate giving can be so much more than simply writing a check to charities and nonprofits who ask for your help or involvement. It is our belief that when a company aligns its charitable giving with a strategic approach and measurable outcomes, the power of giving enhances a company's brand, image and strengthens the relationships and partnerships within the community.

In short, Strategic Philanthropy gets hired by companies to give away their money to nonprofits that meet a company's business goals and objectives. As you can imagine, we have many relationships with the nonprofits in our community. We value all of the programs and services they have to offer and work with them to help promote positions that are available within their organization so that they may find the best talent possible.

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