**Inkster (MI) Housing Commission**

**Job Description**

Title: **Intake specialist**

Classification: Administrative, Regular Full-Time

FLSA: Non-exempt (Hourly)

General Description: This position is responsible for all program applications and maintains the applicant files for the Inkster Housing Commission; performs clerical work in the processing of client eligibility information and other clerical duties as assigned.

Reports to: Director of Asset Management & Modernization

Supervises: This is a non-supervisory position

**Essential Functions:**

An employee in this class may be called upon to perform any and all other tasks listed below. This list of examples does not include all of the tasks, which the employee may be asked to perform.

* Collects application; checks the information and has clients sign verification of income forms; transcribes information as needed and advises clients of any additional information required.
* Pulls applicants from the waiting list by referring to files; verifies completion of information; completes forms necessary to calculate the residents rent and mails appropriate letters and notices to involved parties.
* Provides information to the public agencies and interested individuals regarding the applications process and procedures.
* Files and mails applicant’s verification forms and letters; creates files and checks for accuracy; monitors the waiting list and records activity of the department.
* Prepares file for briefing and voucher issuance.
* Prepares files to fill vacant units for public housing programs.
* Responsible for documenting reasons for turnover and follow-up calls to clients after 30-days.
* Screens incoming phone calls and greets visitors of the Inkster Housing Commission. Provides direct assistance to Director of Asset Manager and Modernization and other managers, reviews and relays routine calls. Hand out tenant application forms, receives and reviews for completeness returned applications.

**Required Knowledge, Skills and Abilities:**

* Excellent Customer Service.
* Ability to communicate with people from a broad range of socio-economic backgrounds.
* Strong oral and written communication skills.
* Ability to conduct research, including using internet.
* Ability to analyze mathematical/financial data.
* Attention to accuracy, detail, correcting errors.
* Knowledge of basic office procedures, mathematical calculations, professional business practices, including telephone etiquette, filing, letter writing, organization and time management skills.
* Operation of standard office equipment, including personal computer.
* Data entry and typing skills, min. 30 wpm.
* Strong Microsoft Outlook, Word, Excel skills.

**Qualifications, Knowledge and Skills:**

* High School diploma or equivalent; supplemented by business school course in office management, accounting and/or administration and three years responsible experience in performing various administrative support work and/or experience within public housing or related social programs or any equivalent combination and experience.
* HCV/Public Housing Eligibility Certification (within 1 year of employment).
* HVC/Public Housing Rent Calculation Certification (within 1 year of employment).

**Materials and Equipment Used:**

PersonalComputer, Calculator, General Office Equipment, Cell phone

**Work Environment and Physical Demands**

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 could be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a normal office environment with regular exposure to outdoor temperatures, dirt and dust. These environmental characteristics are representative of those an employee encounters while performing the essential functions of this job. Often involves visits to outdoor developments, sites, dwellings or facilities. The noise level in the work environment is usually moderate.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; talk and hear. The employee is occasionally required to stand, walk, and stoop, kneel, crouch, or crawl. The employee must regularly lift and/or move up to ten pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Other Requirements:**

Must acknowledge and agree to maintain a drug-free workplace as a condition of employment with Inkster Housing Commission.

**Additional Information:**

This is an at-will position, with no tenure vested. Continued employment is at the discretion of the hiring body of the Commission and based upon employee performance and compliance with IHC policies and procedure.

Inkster Housing Commission reserves the right to change or alter this job description based on regulation changes and/or the business needs of the Commission.