

Mount Desert Island and Ellsworth Housing Authorities

80 Mount Desert Street
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Job Title: Housing Support Specialist

Reports To: Under the dual supervision of the Executive Director and Director of Operations

Job Summary:

This position is responsible for providing assistance and direct service to elderly or disabled residents of the MDI and Ellsworth Housing Authorities. Needs to be welcoming, and informative. Must have excellent customer service and be able to multi task. The Support Specialist responsibility is to assist and work in conjunction with the occupancy staff; to work with the Housing Choice Voucher Rental Program and Public Housing Programs as they relate to initial certifications and re-certifications, the issuance of Vouchers, and leasing of apartments.

Summary of essential job functions:

- Set up initial certifications, briefings, re-certifications and interim examinations for the Rental Assistance Program and the Public and Rural Development programs
- Conducts orientation of prospective program participants as required by HUD and Authority Policy
- Coordinates necessary pre-occupancy inspection information with the Housing Inspector
- Works with the Housing Inspector to contribute information concerning the Rent Reasonable tests
- Must have working knowledge of HQS inspections
- Act as receptionist as needed
- Knowledge of filing system
- Have an understanding of 504/Fair Housing
- Conduct orientation of prospective program participants as required by HUD and Authority Policy
- Process certifications and interim certifications for public housing clients
- Learn and help maintain tenant files with Rural Development rules and regulations
- Assist with fielding and responding to calls with tenant requests



Secondary job functions:

- Working knowledge of government regulations
- Ability to accept and/or implement change(s) as they occur ie., regulations, policies, organizationally, etc.
- Ability to express her/himself clearly and concisely, both orally or in writing
- An interest in growing with the Housing Authorities as part of a dynamic, multifaceted team
- Assistance with activities in the facilities or on the grounds
- Assistance with marketing the programs to the community

Position Requirements and Qualifications:

- Interest and ability to gain a broader understanding of the Housing Authorities as an entity, and what its programs do in the community
- An interest in growing with the Housing Authorities as part of a dynamic, multifaceted team
- An interest in further education / job training opportunities if The Director of Operations deems it necessary for program enhancement
- Ability to maintain confidentiality in all assignments
- Ability to be flexible and perform work under time pressure and deadlines
- Willingness to go for training as it relates to his/her job
- Ability to work cooperatively with all Authority personnel and to relate to and interact with a diverse group of people, to include people of all ages, socio-economic backgrounds
- The ability to accept direction from the occupancy staff
- The ability to work in a team to solve problems
- Competency in operating computers, printers, general office equipment, and multi-line telephone

This job description is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills or working conditions associated with the position. While it is intended to accurately reflect the position's activities and requirements, the Company reserves the right to modify, add or remove duties and assign other duties as necessary.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed on this job description) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

Employee's Signature

Date

Manager's Signature

Date