



115 Scranton Avenue  
Falmouth, MA 02540  
Tel: (508) 548-1977 Fax: (508) 457-7573  
[www.falmouthhousing.org](http://www.falmouthhousing.org)

## **JOB DESCRIPTION**

**Job Title:** Federal Housing Programs Specialist – Full Time (35 hours per week)  
**Responsible To:** Assistant Director  
**Other:** Union Position (AFSCME)

### **I. The Mission of the Falmouth Housing Authority**

The Falmouth Housing Authority is committed to ensuring safe, decent and affordable housing by working cooperatively with community, state, federal and local officials. The Falmouth Housing Authority (FHA) always endeavors to make the best use of all available resources so our residents and participants can live in an atmosphere of dignity and respect, free from discrimination.

### **II. Job Statement**

The purpose of the Tenant Selector is to support the mission of FHA in a wide range of activities related to determining and documenting housing applicants for federally-subsidized (voucher/project-based program) eligibility, income, rent and contractual relationships with owners in support of the program operations using written administrative policies and procedures, and HUD regulations. Provides CORI/SORI checks for all housing program applicants (federal and state). The position requires full accountability for assigned cases, including accurate and complete files, reporting, resolution of customer service cases and responsiveness to tenant, participant and landlord inquiries related to the new lease up process.

### **III. Job Description**

#### **Objective A – Program Activities**

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required.  
**Other duties may be assigned.**

1. Accepts, records, codes and verifies for completeness applications for tenancy under the subsidized housing programs sponsored by HUD
2. Gathers information relating to application process by interview, home visit, telephone, email and/or fax. Maintains and documents communications with applicants during the waiting list period;
3. Performs, with supervision, waiting list pulls; reviews applications against eligibility criteria for respective housing programs;
4. Recommends approval or disapproval of application or recommends amount of housing assistance payment to eligible applicants;
5. Establishes and maintains client files and computer records including posting documents, updating case notes and income calculations;
6. Provides waiting list updates upon request; performs waiting list updates regularly in accordance with FHA administrative plans;





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8. Attend weekly meetings as scheduled; provide program reports as required.
9. Perform other duties, as assigned.

### **Objective B – Operational Excellence**

1. Return phone calls and e-mails within required time frames.
2. Maintain a high level of daily productivity.
3. Ability to maintain confidentiality, safeguard sensitive information and adhere to Federal Privacy Act.
4. Manage several tasks at once, anticipate and identify problems putting forward solutions that are creative, innovative and flexible.
5. Make accurate mathematic calculations.
6. Monitors and accurately interpret rules and regulations relating to assigned federal housing programs; work effectively with people representing diverse cultural and ethnic backgrounds; communicate clearly and effectively; orally and in writing; establish and maintain effective working relations with other staff, participants, owners and landlords.
7. Ability to identify issues/concerns and direct them to appropriate personnel as required.
8. Attend trainings, workshops and educational opportunities, as assigned.
9. Continuously provide excellent customer service and support.
10. Perform related duties and tasks, as assigned.

### **Objective C – Partnerships**

Communicate and collaborate with federal, state and local community partners to ensure program compliance. Educate participants on FHA programs and resources designed to achieve housing stability.

### **MINIMUM REQUIREMENTS**

- College graduate or equivalent.
- Two years related full-time experience.
- Has or ability to obtain (within 9 months) Certification of Occupancy Specialist or equivalent.
- 10-key proficient; knowledge of computer programs and general office procedures
- Detail-oriented; ability to work with minimum day-to-day supervision
- Prompt and dependable; excellent interpersonal skills.
- Ability to communicate well in English language (oral and written)
- Able to work well under stressful conditions; strong organizational skills.
- Approach problems pro-actively and be solution-focused

Must obtain federal, state and local background clearances and pass a drug screening test. A cover letter and resume detailing your qualifications and experience must be submitted as an expression of your interest in this position. The Falmouth Housing Authority complies with Section 504 of the Rehabilitation Act of 1973 by providing equal access to services, programs and activities for qualified individuals with disabilities. Reasonable accommodations will be provided to individuals with disabilities. FHA is an EEOC/AA employer

