



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

JOB DESCRIPTION

Job Title: State Certification Clerk – 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

This is a union position. The purpose of the State Certification Clerk is to support the mission of FHA in a wide range of activities related to determining and documenting housing applicants for state-subsidized public housing eligibility, income, rent and contractual relationships between the applicant/tenant and the FHA with the support of the program operations using written administrative policies and procedures, and state 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 DHCD;
2. Gathers information relating to application process by interview, home visit, telephone, email and/or fax;
3. Communicate with applicants in writing, orally, and via email or fax;
4. Maintains and documents communications with applicants during the waiting list period;
5. Performs, with supervision, waiting list pulls; reviews applications against eligibility criteria for respective housing programs;
6. Recommends approval or disapproval of application or recommends amount of housing assistance payment to eligible applicants;
7. Prepare and execute lease agreements for the public housing program; conduct lease briefings for public housing state-subsidized programs, Massachusetts Rental Voucher Program (MRVP) and Department of Mental Health Vouchers (DMH);





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8. Establishes and maintains client files and computer records including posting documents, updating case notes and income calculations;
9. Schedule applicant appeals or grievance hearings based on denial of applications;
10. Provides waiting list updates upon request; performs waiting list updates regularly in accordance with FHA administrative plans; Common Housing Application for Massachusetts Programs (CHAMP); MRVP and DMH landlords & participants.
11. Maintain communications with public housing tenants; process annual and interim recertifications;
12. Responsible for maintaining client letters and forms for state housing portfolio;
13. Schedule and manage unit inspections;
14. Review work orders for accuracy and compliance with state guidelines;
15. Provides information regarding program purposes, eligibility criteria, housing availability and related matters to applicants and participants (tenant and landlord) in program, as well as other agencies in the community;
16. Refer housing relating concerns of the applicant to the appropriate resource within the community (i.e. eviction prevention, owner-landlord conflict resolution through mediation, etc.);
17. Attend weekly meetings as scheduled; provide program reports as required; and
18. Perform other duties, as assigned.

Objective B – Operational Excellence

1. Knowledge and ability to apply tenant selection criteria as established by DHCD and FHA administrative guidance plans (agency and applicable program-specific administrative plans);
2. Knowledge of housing-related updates as they apply to tenant selection and the waiting lists, changes to landlord/tenant law; housing programs, public housing notices and Fair Housing, etc.;
3. Knowledge and ability to apply techniques of investigating financial assets;
4. Knowledge of economic and social factors related to housing;
5. Return phone calls and e-mails within required time frames;
6. Maintain a high level of daily productivity;
7. Ability to maintain confidentiality, safeguard sensitive information and adhere to Federal Privacy Act.
8. Manage several tasks at once, anticipate and identify problems putting forward solutions that are creative, innovative and flexible;
9. Make accurate mathematic calculations;
10. Monitors and accurately interpret rules and regulations relating to assigned state 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;
11. Ability to identify issues/concerns and direct them to appropriate personnel as required;
12. Attend trainings, workshops and educational opportunities, as assigned;
13. Maintain training logs, applicable certifications, and public housing notices;
14. Continuously provide excellent customer service and support; and
15. Perform related duties and tasks, as assigned.





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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 in Human or Social Services, Social Work, Gerontology or business administration; or two years' experience in the administration of a Public Housing Authority as a housing program case manager and/or other job positions in its daily operations and activities, or equivalent experience in related field;
- Knowledge of Fair Housing, Massachusetts State landlord/tenant laws, DHCD regulations, and other relevant federal, state, and local housing laws and requirements;
- 10-key proficient; knowledge of computer programs and general office procedures;
- Has or ability to obtain (within 9 months) certification of completion for rent calculations, Massachusetts Public Housing Administrator (MPHA) Certification within 18 months and DHCD or related unit inspection training within 9 months;
- 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; and
- 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

