

Oklahoma Housing Finance Agency Job Description

Job Title: Rental Assistance Clerk
Department: Rental Assistance
Reports To: Rental Assistance Office Operations Supervisor/Manager
Salary Grade: 9
Prepared By: Director of Human Resources
Prepared Date: 2/1/02
Approved By: Rental Programs Director
Revised Date: 9/20/02, Revised 2/10/04, 10/01/04, 2/11/14, 4/17/18, 11/25/19

SUMMARY

Supports the activities of the Rental Assistance Team by performing the following duties:

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Maintains professional appearance and behavior at all times.

Responsible for maintaining knowledge of all regulations, policy and procedures for use in the daily processing and administration of the Section 8 Housing Choice Voucher (HCV) Program, as it relates to duties performed.

Responsible for the mail out and receipt process of mail recertification packets for program participants.

Responsible for receiving and reviewing information from clients concerning participant data, including review for completeness of recertification packets, pulling in-house verifications, sending requests for additional verifications, pulling backgrounds, scanning processed packets, receiving and responding to calls and inquiries regarding participant files.

Advise clients on proper certification documentation process via telephone, correspondence, and in person.

Responsible for maintaining secure access to program related software and ensuring that all security concerns regarding software, access and passwords are followed.

Check in, sort, distribute, and scan mail and faxes to client files.

Receives and directs visitors and clients to appropriate locations.

Handle requests for information and data.

Retrieves correspondence from the Rental Assistance area and processes by sorting, scanning or distributing accordingly.

Provides relief for the Receptionist.

Responsible for creating and maintaining written procedures for work processes performed. Procedures must be accessible for use by temporary or relief personnel.

Reviews and maintains document image files.

Provides information for various reports related to duties performed.

Responsible for answering phones, retrieving messages and returning calls, responding to written and oral communications and requests for information promptly.

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Maintain interview rooms and supplies.

Does whatever needs to be done to enhance the overall operations of the Agency on a day-to-day basis.

Delivers exceptional customer service to all external and internal customers by being polite and helpful at all times.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); and six months to one year related experience and/or training preferred; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read and comprehend instructions, short correspondence, and memos. Ability to write correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

OTHER KNOWLEDGE, SKILLS, AND ABILITIES

Basic Skills: Ability to communicate with all persons in a calm and patient manner. Ability to give a positive and professional image of the Agency. Knowledge of correct grammar usage, spelling, punctuation, and required formats. Computer literacy, including personal computing, accuracy in data entry, knowledge of program-related software, Word, Excel and Outlook. Personal management, including time management, interpersonal skills, integrity, ethics. Knowledge of modern office practices and procedures. **Program Related Skills:** Knowledge and understanding of Housing Choice Voucher (HCV) regulations, handbooks, notices, forms, and guides. Knowledge and understanding of OHFA established policies and procedures. Knowledge and understanding of OHFA's Disaster Recovery Plan and role in ensuring Plan compliance.

CERTIFICATES, LICENSES, REGISTRATIONS

Valid Driver's License

Must be bondable.

Certification in Housing Choice Voucher Specialist must be obtained within six months of hire.

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 may be made to enable individuals with disabilities to perform the essential functions. While performing the job duties, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand; walk; and use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

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WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

NOTE: Applicant will be required to pass a drug-screening test, criminal background check, and motor vehicle check as a condition of employment.

CHARACTER QUALITIES

Decisiveness, Diligence, Flexibility, Dependability, Enthusiasm, Patience