



Job Announcement

Eligibility: Housing Authority of the City of Pueblo Employees and Qualified Public

April 17, 2024

The Housing Authority of the City of Pueblo has an opening for the position of:
Intake Technician.

This is a full-time non-exempt (hourly) position with a starting rate of \$21.00 per hour in addition to our full-time benefit package with over 30 days of paid time off accrued in the first year of employment, affordable health insurance with contributions towards your health savings account from the agency and more!

Please review the attached job description and qualifications carefully before completing an application.

Applications may be obtained at the Central Management Facility, 201 S. Victoria Ave between 8:00 a.m. and 4:30 p.m. or on our website at www.hapueblo.org

You may submit your application in-person or email to:

anthony.linan@hapueblo.org

Job posting will remain open until filled.



Date: 03/2024

Title: Housing Intake Technician

Status: Full-time/Non-exempt

General Purpose

The Housing Intake Technician is the initial contact that prospective tenants of the Housing Authority of the City of Pueblo (HACP) meet with when seeking housing options with the agency. Responsible for the initial interview, screening, documentation verification and creating of tenant files. This position oversees the intake process to begin a tenant's qualification for housing. The Housing Intake Technician must understand components of the various programs offered by the agency to properly align tenant eligibility for compliance of each program.

Supervisory Responsibilities

This position does not have any direct supervisory responsibilities.

Essential Duties and Responsibilities

- Interviews prospective residents to determine family composition, income, and other relevant information to determine which program aligns eligibility for housing assistance.
- Enters and maintains applicants on wait lists, lottery system or other appropriate database for HACP to effectively manage occupancy needs of the various programs.
- Computes housing assistance payments based on applicant information and aligned applicant or tenant documents to ensure compliance based on program eligibility.
- Creates, maintains, and collaborates on a variety of logs, lists, reports and files of computer-generated documentation.
- Works closely with Property Manager, Assistant Property Managers, owner/landlords of Project Based Voucher/Mod Rehab complexes to effectively reoccupy vacant units.
- Works closely with housing technicians to relay tenant files for ongoing compliance.
- Conducts voucher issuance sessions or contracts as appropriate and relays tenant files to Section 8 Department Technicians for ongoing compliance.
- Provides guidance and assistance to housing technicians with initial file compliance and appropriate direction for new tenants of HACP.
- Processes initial lease up with tenants and works closely with property managers to provide tenants with unit access.
- Creates, establishes, and maintains HACP applicant files.
- May need to assess the needs of potential tenants and refer to appropriate social service agencies for assistance.
- Maintains and administers update letters for wait list, lottery program changes or communication to individuals pending housing needs with the agency.
- Answers telephone inquiries about available housing and/or available programs.

- May assist with receptionist duties as needed.
- Other duties as assigned.

Licensure, Credentials & Experience

- Valid Colorado Driver's License in good standing required.
- Public Housing, Section 8 and/or LIHTC certification(s) or obtained within six months of employment required.
- High School Graduate or GED with two-year clerical experience or an equivalent combination of education and experience.

Knowledge & Qualifications

- Strong organizational skills with analytical attention to detail.
- Ability to work independently and as part of a team.
- Strong customer service, communication and de-escalation skills to meet and deal with the public and establish and maintain effective working relationships with fellow HACCP employees.
- Ability to process work efficiently, accurately and adapt to changing priorities.
- Familiarity with HUD program regulations.
- Ability to understand and adhere to policy, procedure, and regulations.
- Demonstrated ability to manage changing priorities with a high degree of flexibility.
- Excellent written and verbal communication skills.
- Proficient in Microsoft Office, web-based applications and related property management software.

Materials & Equipment Used

- Standard office equipment and materials.

Working Environment and Physical Responsibilities

- Primarily sedentary but may involve some physical exertion such as kneeling and crouching to obtain files, eye strain from working with computers and other office equipment. Interacts with the public frequently so may encounter difficult situations as well as interaction with threatening behaviors.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel within this classification.