

**POSITION DESCRIPTION
APPLICATION INTAKE
CLASSIFICATION: CLERICAL/TECHNICIAN**

I. INTRODUCTION

The Application Intake has the primary responsibility for processing housing applications for Central Texas Housing Consortium (CTHC). Duties are performed in accordance with federal, state, and local laws, applicable regulations, and CTHC policies and procedures.

II. COMPETENCY DESCRIPTORS:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CTHC. Uses appropriate judgment and decision making in accordance with level of responsibility. Develops self in role by engaging in external and internal development opportunities. Seeks assignments that provide opportunities to deepen job knowledge.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work. Is confident in expressing questions, concerns, ideas, and opinions. Embraces the application of new methods, processes, procedures, tools and/or techniques.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate. Is cognizant of the environment and potential safety hazards.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard. Applies appropriate quality assurance procedures to own work. Demonstrates a basic understanding of what it means to be responsible for helping fulfill client needs. Demonstrates a positive attitude about fulfilling client needs.

Teamwork: Employee balances team and individual responsibilities. Exhibits objectivity and openness to others' views and gives and welcomes feedback. Contributes to building a positive team spirit; puts success of team above own interests; and supports everyone's efforts to succeed. Contributes positively to team discussions. Supports other team members in achieving team goals.

Reliability: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Organization expectations. Performs work in a reliable manner that is both accurate and timely. Ensures a positive record of attendance and punctuality. Organizes and maintains a work area conducive to working efficiently. Has established a reputation for being reliable and dependable, is punctual and easily located when needed.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work. Builds trust by consistently meeting commitments. Accurately evaluates own performance and demonstrates ownership for development.

III. DUTIES AND RESPONSIBILITIES

A. The following Application Intake duties are performed in an accurate and timely manner:

1. Assist clients with application process.
2. Accept and process applications.
3. Respond to inquiries regarding application process/status.
4. Maintain waiting lists.
5. Verify eligibility and suitability for housing.
6. Maintain miscellaneous reports.
7. Other duties as required.

Employee may also be required to assist Complex Managers with the following duties as necessary.

8. Lease apartments.
9. Process and brief new residents.
10. Inspect apartments.
11. Perform interim and annual re-exams.
12. Collect rent.
13. Post adjustment/rent receipts.
14. Process utility and service charges.
15. Process work orders.
16. Prepare miscellaneous reports.

B. Employee must be familiar with HUD regulations and CTHC policies which are pertinent to the housing management function and must be able, with guidance from the Housing Manager, to correctly interpret these documents and apply them in the work place.

C. Employee must be familiar with all phases of CTHC computer operations, to include word processing, database management, spreadsheet management, and Lindsey software.

- D. Employee must be able to maintain accurate records and be able to complete day-to-day tasks with minimal supervision.

IV. EDUCATION/SKILLS

- A. Employee must have a two-year degree from an accredited college that relates to the functions of this position or work related experience.
- B. Employee must be able to type 35 wpm and proficiently use a computer, calculator and other office equipment.
- C. Employee must project a pleasant demeanor with residents, possess organizational skills, exercise mature judgment, and demonstrate the ability to work as part of a team through good communication skills and flexibility.

V. PHYSICAL REQUIREMENTS

Employee is required to sit for extended periods of time and use the computer and interact with customers at the front counter.

V. OTHER REQUIREMENTS

- A. Employee must possess valid Class C driver's license and have a driving record which will meet requirements of the CTHC auto insurance company.

Employee must protect insurability by driving in such a manner both on and off the job so as not to be found guilty of DWI or have been issued a number of traffic violations which result in cancellation of the employee's coverage or an increase in rates. Upon such notice the Executive Director may terminate the employee for misconduct related to the job.

- B. Employee must not be involved in the unlawful manufacture, distribution, possession, dispensation, or use of a controlled substance. The Executive Director may terminate the employee for these practices.

VI. SUPERVISION RECEIVED

Employee is under the direct supervision of the Housing Manager.

CERTIFICATION: I have read and understand the above position description, and I agree to fulfill all job requirements.

Employee Signature

Date