

JOB DESCRIPTION

Program Representative

This position will be responsible to and supervised directly by the Rental Housing Manager. The person in this position will be responsible for and assist in the daily administration of various rental assistance programs/projects which Berkshire Housing Development Corp. administers. It is essential that this position keep current with all changes in the rules and regulations of all programs administered by Berkshire Housing Development Corp., as well as read, understand and interpret any rules, regulations, administrative plans and policies and procedures in place for all programs. Programs covered within this position may include but are not limit to: Housing Choice Voucher Programs, Moderate Rehabilitation Program, Massachusetts Rental Voucher Programs and SNO Mass Program.

General responsibilities are as outlined below:

1. APPLICATIONS AND WAITING LISTS.

Develop a basic understanding of the application and waiting list process so to assist other staff in selecting applicants for participation in the Housing Choice Voucher Program and responding to general inquiries from the public.

2. CLIENT SERVICE.

Participate in fostering good relationships with Applicants, Participants and landlords. Make referrals for other programs and services to appropriate staff or outside agencies. Develop knowledge of local services available.

3. LEASED HOUSING FUNCTIONS.

Administer assigned Section 8 Voucher Program, Mass Rental Voucher Program, Moderate Rehabilitation Programs and/or all special programs. Responsibilities include, but are not limited to the following:

- Complete biennial, triennial and interim recertifications
- Follow up on zero income participants
- Verify any preferences and eligibility
- Explain program requirements and regulations and procedures to applicants, participants, and owners
- Prepare and arrange all documents for signatures timely
- Understand rent reasonableness and how to complete a Rent Reasonable Certification
- Understand how payment standards and utility allowances are used
- negotiate rents with owners
- Calculate and Track repayment agreement
- Complete HAP abatements as needed
- Maintain tenant files
- Develop a basic understanding of inspection requirements
- Become knowledgeable with the termination process
- Perform Internal audits weekly
- Attend meetings, seminars and trainings as required. This will require reliable transportation and a valid driver's license.
- Ensure Berkshire Housing Development programs/projects are in compliance with all federal and state fair housing laws.
- Develop a basic understanding of tenant-landlord law.
- Meet deadlines throughout the month for all activities involved in running any programs we are responsible for administering

The above list is not meant to be an all-inclusive list as there may be other duties assigned by the supervisor that this person would be responsible for completing.

The person in this position is required to perform all other job functions normally associated with this type of position in the housing industry. They must complete all DHCD minimum training and certification requirements within the timeline outlined by the supervisor.

Job Classification:

Full Time

Work Schedule:

Monday – Friday

8:00 AM – 4:30 PM

Requirements:

High School Diploma; Associates Degree in Related Field &/or relevant work experience

Prior human service experience a plus

Valid Driver's License

Reliable transportation to out of town Seminars & Trainings

Excellent Microsoft Word, MS Office, Excel skills & computer skills overall

Basic internet understanding

Prior multi-task office environment experience

Excellent verbal and written communication skills

Excellent organizational skills

Ability to read and interpret government regulations

Ability to work with various populations