



## HOUSING AUTHORITY OF THE CITY OF LUMBERTON

400 N. Sycamore Street • Lumberton, NC 28358  
[www.lumbertonhousing.org](http://www.lumbertonhousing.org) • (910) 671-8200 • (910) 802-4526 Fax

### Job Description

**Title:** Rexam Specialist-HCV  
**Reports To:** Director of HCV  
**Department/Division:** Section 8  
**FLSA Status:** Non-Exempt  
**Employment Status:** Full-Time  
**Date:** August 25, 2020

#### Position Summary

Responsible for performing general clerical work and assigned duties pertaining to, and in accordance with, the Agency's Public Housing leasing and occupancy policies and procedures and in accordance with HUD, federal, local, and other applicable laws, rules, policies, and procedures. Performs a variety of tasks related to assisting in the admission and occupancy of Public low-income units as appropriate within level of expertise. Responsible for performance that positively contributes to the Agency receiving satisfactory ratings in HUD Agency performance evaluation systems, such as Section 8 Management Assessment Program (SEMAP), or other future HUD evaluation systems. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

#### Responsibilities

Undertakes and performs the following and all other work-related duties as assigned.

1. Answers inquiries concerning policies and practices associated with the application and/or re-examination processes in a courteous and professional manner or routes/directs inquiries to appropriate staff.
2. Schedules appointments and assists in explaining programs and eligibility requirements to applicants.
3. Assists in coordinating background information checks of tenants to be recertified. Assists in performing final eligibility verifications.
4. Contacts eligible applicants to offer available units in accordance with Agency policies and procedures.
5. Periodically reviews applicant files and updates information on prospective tenants and places non-respondents in inactive files.
6. Contributes to the preparation of lease-up packets and briefs new tenants on occupancy and lease requirements.
7. Reviews lease documents for accuracy and completeness prior to execution of leases by authorized personnel.
8. Assists in preparation and distribution of notices of rent violations and assists Director of HCV with lease enforcement.



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9. Assists in accurate and timely preparation of Form HUD-50058.
10. Assists in collection and review of interim transfer and re-certification information, and coordinates evaluation, verification, and calculation of information and rent for recertification and move-in.
11. Explains rent calculation to tenants and assists with completion of recertification materials as assigned. Assists in preparing and sending appropriate notices of rent adjustments in accordance with HUD regulations.
12. Schedules and conducts re-examination interviews with tenants as assigned, following proper verification methods/processing for each re-examination in accordance with HUD and Agency policies and procedures. Assists in examination and resolution of income discrepancies, as necessary.
13. Participates in review and discussion regarding non-compliant tenant issues with Director of HCV to ensure clients are provided with reasonable opportunity to meet requirements to remain in compliance.
14. Processes all incoming and outgoing portable participants information for continued assistance including Housing Assistance Payments (HAP) or Utility Reimbursement Payments.
15. Reviews and process monthly initialization reports, account balancing and check register.
16. Coordinates with landlords to obtain and/or provide documents including leases and HAP contracts and affordability notifications.
17. Accurately, enters move-in and move-out data into system, as needed.
18. Processes and maintains files and correspondence associated with the leasing/occupancy process in an accurate and timely manner.
19. Assists in maintaining account information such as present rent and other collections due, late payment notification, and reconciliation of rent and other charges collected throughout the month with appropriate personnel.
20. Maintains assigned case records regarding terminated contracts and assistance or reduction in amounts in amounts of assistance and accurately updates system on all assigned cases and HUD forms in accordance with HUD regulations and Agency policy.
21. Reviews resident/applicant files/folders and verification forms for accuracy and completeness and accurately inputs data into computer in a timely manner.
22. Assists in collection of rental payments on a daily basis, issues receipts, and maintains accurate records in accordance with Agency policy.
23. May compile statistical data and prepare reports related to completed recertification, applicant folders, occupancy, and residents within level of expertise.



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24. Searches files for information required by department staff as requested.
25. Ensures privacy and maintains security of confidential materials.
26. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

### Education and Experience

High school diploma or possession of a certificate of equivalence of High School Achievement (GED) and one (1) year of relevant experience, plus at least three (3) years' experience in the housing or social services field, or an equivalent combination of education and experience sufficient to fulfill essential position functions.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

- Occupancy Specialist
- Enterprise Income Verification System (EIV)
- Rent Calculation
- Fair Housing

### Knowledge and Skills

1. Ability to learn federal, state, and local laws, rules, and regulations and Agency policies and procedures pertaining to public housing as appropriate to position.
2. Working knowledge of interviewing techniques and record maintenance.
3. Ability to meet and deal tactfully and courteously with the public.
4. Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.
5. Ability to make routine decisions in accordance with established administrative rules, regulations, and policies, to explain the re-examination process to tenants in an objective and impartial manner.
6. Working knowledge of the operation of the Agency's computer system and applicable software.
7. Knowledge of basic math principles sufficient to perform essential job functions.
8. Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.
9. Ability to use basic office equipment such as telephone, fax, copier, and computer.
10. Ability to communicate clearly, concisely, verbally and in writing.



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11. Ability to establish and maintain an effective working relationship with other employees.
12. Ability to deal effectively with situations requiring tact and diplomacy.

### Supervision Controls

The employee receives instructions and supervision from the Director of HCV. The employee receives specific instructions when complaints are brought to the attention of the supervisor, and when the supervisor is contacted by the employee for direction. The employee's work is reviewed frequently and closely for accuracy, conformance to Agency policies, and attainment of objectives. The Rexam Specialist has no supervisory duties.

### Guidelines

The employee performs routine duties by following established HUD and Agency policies and procedures. These guidelines cover most job-related situations and the employee may use independent judgment in making some decisions within established parameters and area of expertise as appropriate to the situation. If guidelines do not cover a situation, the employee normally consults the supervisor. Guidelines are generally specific and clear.

### Complexity

The employee performs a variety of related, routine, and generally repetitive tasks. The course of action is determined by the supervisor and by established procedures. The employee may coordinate, integrate, and/or prioritize tasks.

### Scope and Effect

The employee's work affects resident families, managers, other agencies, and other Agency personnel. The employee's efforts can enhance the Agency's continuing efforts to provide adequate leased housing to HCVP families on a timely basis and at reasonable rates.

### Personal Contacts

Personal contacts are with all of the above persons and groups. The purpose of such contacts is to obtain and provide information and verify, document and record information submitted by residents, and other Agency activities.

### Physical Requirements

1. Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files, records, and office supplies, and eyestrain from working with computers and other office equipment.
2. Must be able to sit and/or stand for up to eight (8) hours at a time while performing work duties.
3. Must be able to bend, stoop, push, and pull in the performance of office related duties.
4. Must be able to use fingers bilaterally and unilaterally to operate office equipment.
5. Must be able to establish and maintain effective working relationships with co-workers and clients and perform essential job functions in an environment that will sometimes include increased levels of work-related stress.
6. Must have vision and hearing corrected to be able to operate office equipment and fulfill essential job functions.
7. Must maintain a professional appearance and portray a positive image for the Agency.



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8. Must maintain punctuality and attendance as scheduled.
9. An employee may request a reasonable accommodation to mitigate any of the physical requirements listed above.

### Work Environment

Work involves the normal risks or discomfort associated with an office environment and is usually in an area that is adequately cooled, heated, lighted, and ventilated.

### Other Requirements

1. Must possess a State of North Carolina driver's license and maintain a good driving record.
2. Must be available for occasional overnight travel for training.
3. Must pass employment drug screening and criminal background check.
4. Must work with the highest degree of confidentiality.

The Housing Authority of the City of Lumberton is an Equal Opportunity Employer. This job description is subject to change and in no manner states or implies that these are the only duties and responsibilities to be performed. The duties herein are representative of the essential functions of this job. This job description reflects management's assignment of functions; however, it does not prescribe or restrict tasks that may be assigned. Nothing in this document restricts management's right to assign or reassign duties and responsibilities at any time. The qualifications listed above are guidelines, other combinations of education and experience that could provide the necessary knowledge, skills, and abilities to perform the job may be considered at the discretion of the Executive Director.

Employment with the Housing Authority of the City of Lumberton is on an "at-will" basis. Nothing in this document is intended to create an employment contract, implied or otherwise, and does not constitute a promise of continued employment.

**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

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**EMPLOYEE SIGNATURE**

\_\_\_\_\_  
**DATE**

\_\_\_\_\_  
**MANAGER SIGNATURE**

\_\_\_\_\_  
**DATE**