

Program Support Specialist Job Overview

The Housing Authority of the Town of Enfield is among the original public housing authorities in the State of Connecticut with a vast portfolio of housing programs including Elderly/Disabled, Congregate, Moderate Rental and Housing Choice Voucher programs.

We are seeking full-time support for our housing programs. The ideal candidate will be a proactive problem solver with exceptional communication skills, mathematic skills, knowledge of housing programs and meticulous attention to details. This person should have experience working in an office environment, performing administrative duties, and providing support to staff.

Rate of Pay: \$69,800 annually

Responsibilities

1. Applies the HUD, State of CT, Fair Housing, and EHA guidelines, regulations, policies and procedures for the purpose of conducting quality control reviews of re-certifications, database management, overall program compliance and resident file maintenance.
2. Provides administrative support including data entry, filing, scheduling, correspondence and Human Resource duties.
3. Maintains accurate records and databases related to housing programs.
4. Responds to inquiries and concerns from clients, landlords, and partner agencies.
5. Supports staff in preparing reports, presentations, and outreach materials.
6. Coordinates appointments, meetings, and program-related events.
7. Monitors program compliance and assist with audits or reviews.
8. Processes Reasonable Accommodations in compliance with the Fair Housing Act.
9. Helps clients navigate housing resources and provide general guidance.
10. Generates audits and provides technical assistance to staff and generates reports on an as-needed basis. Performs necessary resident file audits and generates accurate and thorough audit summary reports.
11. Assists in completing unit and property inspections.
12. Processes repayment agreements for amounts due to the EHA.
13. Keeps current on all updates, requirements and changes to Housing Choice Voucher ("HCV") Program, HCV Project Based Voucher ("PBV"), Rental Assistance Demonstration ("RAD"), federal regulations and guidelines governing Secured Systems, EIV system, Fair Housing, and LIHTC.
14. Tracks file errors and develops needed training. Develops training material and works with staff to schedule such training.
15. Develops and maintains a broad knowledge of public and affordable housing operations to provide support when needed.
16. Assists and provides feedback in implementing new policies and procedures and revising current ones.
17. Performs other duties as assigned.

Requirements

1. Graduation from an accredited four-year college or university with a degree in Public Administration, Business Administration, or related field; and four years progressively responsible experience in public housing management, housing laws and regulations, or related; or a combination of education, training, and experience equivalent to the above.

2. Knowledge of the purposes, policies and regulations of the Authority as established by the Board of Commissioners or as set forth by state and federal regulations.
3. Knowledge of the local, state, and federal laws governing the State Elderly, Congregate, and Moderate Rental housing programs, as well as Federal Housing Choice Voucher and LIHTC programs.
4. Ability to adhere to time constraints.
5. Knowledge of report preparation techniques. Ability to maintain moderately complex clerical records and prepare reports.
6. Ability to deal courteously and tactfully with the general public and to handle irate tenants in a calm and fair manner.
7. Ability to physically access all housing units and common areas.
8. Strong organizational and communication skills.
9. Ability to work independently and as part of a team.
10. Must be organized, able to meet deadlines and have attention for detail.
11. Must have regular and reliable attendance and punctuality.
12. Computer literate with the ability to operate a computer and ability to learn and manipulate the appropriate Authority software programs.

Company Overview

Organized in 1948, the Housing Authority of the Town of Enfield is among the original housing authorities in the State of Connecticut focusing on meeting the housing needs of the community by developing and managing programs that result in high performing, sustainable and fiscally responsible housing.

The Housing Authority of the Town of Enfield is a proven leader in the housing industry by providing services to over 600 families in Enfield and surrounding towns. We promote safe, decent, sanitary, drug free and smoke free housing opportunities.

The Housing Authority of the Town of Enfield is an equal opportunity employer.

Resumés may be sent to:

Housing Authority of the Town of Enfield
Attn: Shari Riddick
1 Pearson Way
Enfield, CT 06082
860.745.7493
www.enfieldha.org

