

# ADMINISTRATIVE COORDINATOR I

Housing & Human Services | Section 8



## SUMMARY

Work as a caseworker to process applications, inspections, and reexaminations for all assigned clients.

### JOB OVERVIEW

#### PAY TYPE

Non-Exempt (Hourly)

#### SCHEDULE

Monday to Friday

#### SHIFT

8 a.m. to 4:30 p.m.

#### LOCATION

Housing & Human Services

#### REPORTS TO

Section 8 Administrator

#### PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

#### WORK ENVIRONMENT

Frequent interactions with members of the public.

### EMERGENCY EVENTS

Required to work during emergency events.

Questions? No problem! Email us at [employment@tpcg.org](mailto:employment@tpcg.org).

## ESSENTIAL FUNCTIONS

- Perform application intake, including income verifications, eligibility determinations, and appropriate notifications.
- Calculate estimated income from documents, including check stubs and third-party verification of income or self-certification.
- Input client household information into designated software, including demographics, income, utilities, reexamination dates, and inspection dates.
- Process updates to client information, such as household additions or income changes.
- Assist with arranging and conducting briefing sessions with applicants for placement and voucher issuance to ensure applicants meet all requirements and are informed of the regulations and services of the program.
- Process requests for tenancy approvals, including determinations of unit eligibility based on established standards. Conduct rent reasonableness and negotiate rental amounts as needed for initial contract reviews.
- Handle tenant and landlord complaints, including documenting, following up, and redirecting to ensure a solution is reached.
- Ensure all necessary documents are completed, signed, and submitted within the given time frame.
- Prepare/intake portability packets from tenants and other agencies as needed.
- Research unreported income discrepancies. Set up program repayment agreements and assist in maintaining tenant repayment schedules.
- Enforce HUD regulations and program policies. Process violation, termination, and fair hearing procedures as needed.
- Perform annual duties, including lease amendments and contract renewals, as well as processing tenant's eligibility (recertification).
- Perform biennial duties, including scheduling Housing Quality Standard inspections.
- Perform other duties as assigned by supervisor.

## GENERAL REQUIREMENTS

- Possess effective communication skills, both verbal and written.
- Ability to multi-task.
- Capable of self-motivating and working both independently and within a team environment.
- Proficiency in mathematics.
- Ability to use a ten-key calculator.

## **EDUCATION, EXPERIENCE, AND LICENSES**

- High school diploma or GED certification required.
- One year of experience in the Housing Choice Voucher program preferred.
- Experience in case management preferred.
- Proficiency in Word, Excel, Outlook, and other related Windows-based applications.
- Knowledge of HUD regulations for Housing Choice Voucher Program preferred.
- Obtain Housing Choice Voucher Specialist certification within one year of employment.
- Knowledge of HAPPY software preferred.
- Knowledge of encumbrance system a plus.
- Possess and maintain a valid Louisiana driver's license.

