



# The Topeka Housing Authority Open Positions

An Equal Employment Opportunity Employer

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## **THA Employment Opportunities Open to the Public:**

(Click the below box to take you to the job description)



# The Topeka Housing Authority Open Positions

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<b>Job Title:</b>	<b>Housing Specialist</b>	<b>Hourly Rate:</b>	<b>\$13.99</b>
<b>Start Date:</b>	Immediately Hours: 8-5 Monday through Friday Full Time Permanent	<b>Reports To:</b>	<b>VP of Rental Assistance Programs</b>
<b>Department:</b>	<b>Administrative</b>	<b>HR Contact:</b>	<b>Aubrey Coufal</b>
<b>Applications:</b>	<b>Email:</b> <a href="mailto:acoufal@tha.gov">acoufal@tha.gov</a> <b>Fax:</b> 785-357-2648 <b>Mail:</b> 2010 SE California Ave. Topeka, KS 66607	<b>Submit an Electronic Application:</b>	<a href="#">Topeka Housing Authority Employment Application</a>
<b>Job Description:</b>			

## I. THA'S VISION

Successfully provide quality, accessible, affordable housing. Success is defined as: putting applicants, tenants, and participants first; market competitiveness; and, financial strength and integrity.

## II. TASKS

This staff member will perform the Housing Specialist tasks described below in a combination to be reviewed and agreed on at least annually.

### A. Program applications

Provide and, as necessary, help persons complete program applications.

Perform routine eligibility determination tasks and certify eligibility. Calculate rents and payments. Insure that the information provided by applicants is accurate and complete.

### B. Applicant interviews and briefings

Schedule sessions and meet with persons individually and in group sessions to provide information these persons need to successfully apply for THA affordable housing programs.

### C. Program recertifications

Schedule and complete annual and interim program recertifications. Reconfirm eligibility and recalculate rents and payments as necessary. Insure that the information provided by participants is accurate and complete.

### D. Program operations

Process routine paperwork. Maintain necessary records and files. Maintain and use waiting lists. Make referrals to appropriate sources of service and assistance. Insure that the information provided by participants is accurate and complete. Schedule activities for self and other THA staff.

### E. Fraud and program violation detection

Detect and report fraud and program violations. Document findings. Assist in resolving fraud and program violation problems.

### F. Assist persons who inquire about THA and other programs

Greet and assist persons who come to the office, and respond to persons who call or e-mail. Provide needed information and direct persons to appropriate sources of internal and outside assistance.

### G. Other duties as assigned

As assigned, perform other duties that require a level of skill, knowledge, and ability comparable to that required to successfully perform the tasks listed above.

#### 1. Contact and set unit showing appointments

Contact eligible program applicants on the waiting list and schedule appointments for unit showings.

## Housing Specialist Position Description

### 2. Office operations

Make copies, file documents, assemble materials, provide support to the Leasing Agent/Inspector

### **III. CONTINUOUS IMPROVEMENT**

- A. Promote innovation and positive change
- B. Improve THA programs
- C. Improve THA facilities and complexes
- D. Participate in training and capacity building events as assigned

### **IV. KEY TRAITS**

- A. Ability to learn, absorb, process and apply information
- B. Listening and oral communication skills
- C. Sound academic skills---reading, writing, computation
- D. Adaptability, creative thinking and problem solving, openness to change
- E. Self-management, self-esteem, goal orientation
- F. Effective in/with groups; interpersonal, negotiation, and teamwork skills
- G. "Big picture" view of the organization; leadership skills; ability to organize and motivate one's self and others

### **V. KNOWLEDGE**

- A. Applicable HUD and other Program laws, regulations
- B. THA internal policies
- C. Standard office computer hardware and software including Word and Outlook
- D. Standard office telephone etiquette and procedures
- E. Standard customer service etiquette and procedures
- F. Operation of standard office equipment (fax, copier, multiple line telephone)

### **VI. SKILLS**

- A. Use of standard office computer hardware and software
- B. Type 40 words per minute
- C. Interact with and provide assistance to a diverse range of program applicants and participants directly and by telephone and e-mail
- D. Use of standard office equipment
- E. Train and orient other housing program staff as assigned

### **VII. PHYSICAL REQUIREMENTS**

- A. Handle and maintain files and records
- B. Ability to work at a computer for extended periods
- C. Ability to bend, stretch, get in and out of a vehicle

### **VIII. EDUCATION, SPECIAL LICENSES/CERTIFICATES**

- A. Valid Kansas Class C Drivers license
- B. Specialized certification as assigned
- C. High school diploma or equivalent required. Some college or advanced office/clerical training preferred
- D. Acceptable driving record for insurance purposes

### **IX. EXPERIENCE**

- A. Two years of office work experience required
- B. Or, an equivalent combination of training and experience
- C. Some experience with affordable housing programs preferred

### **X. SUPERVISORY RESPONSIBILITY**

None