

SECTION 8 RENTAL ASSISTANCE SPECIALIST

APPLICATION DEADLINE IS WEDNESDAY, JULY 9, 2025 AT 11:59PM

Division: Section 8 Rental Assistance
Reports to: Rental Assistance Manager
Location: Nashville, TN
Full-time/Part-time: Full-Time
Salary Grade: J
Monthly Salary Range Minimum: \$3,595
FLSA Classification: Non-Exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Manages a caseload of applicants and tenants, including determinations of initial eligibility and re-certifications (annual, interim, and relocation), in a multi-county area for the Housing Choice Voucher Program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Maintains a waiting list of eligible applicants for each assigned county according to program requirements.
- Conducts interviews with applicants and issues vouchers to eligible applicants.
- Conducts annual re-certifications for a caseload of eligible participants, including tenant interviews.
- Conducts interim re-certifications as needed and processes appropriate paperwork to adjust payments.
- Facilitates tenant relocations, ensuring that tenants are eligible for relocation, submitting Request for Tenancy Approvals to contract inspector(s) and obtaining new leases and Housing Assistance Payment (HAP) Contracts.
- Collects verifications of local preferences, income, assets, household composition and deductions to determine eligibility and the correct amount of rental and utility assistance, ensuring that all information is received in time to process transactions by stated deadlines to notify tenants and landlords.
- Corresponds with tenants and landlords about changes in subsidy and inspections, giving appropriate notice of any HAP amount change or termination or any matter regarding Housing Quality Standards (HQS) as dictated by the Administrative Plan.
- Provides data entry into the appropriate computer systems; troubleshoots errors and makes corrections where appropriate.
- Collects rental information on unassisted units for purposes of determining rent reasonableness; maintains a rent comparability file.
- Performs tenant fraud recovery, including calculating subsidy overpayments, and executing repayment agreements.
- Maintains client and landlord relations.
- Maintains complete and accurate tenant files, program files and other records.
- Prepares paperwork for scanning into the Electronic Content Management (ECM) data base.
- Complies with all program rules and other state and federal regulations.
- Maintains current and accurate knowledge and information concerning the program, attending training as necessary.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High school diploma or equivalent GED.
- Bachelor's degree in the social sciences, public administration or other related field is preferred.
- Two or more years of experience in a federal, state or local housing program, other social service or subsidized housing program, or other organization serving a low-income population is preferred.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Knowledge of Department of Housing and Urban Development (HUD) programs preferred.
- Ability to read, understand, and apply regulations, laws, agreements and organizational materials.
- Ability to handle private, personal information in a confidential manner in compliance with the Privacy Act of 1974 (5 U.S.C. 552a, as amended).
- Strong interpersonal skills.
- Excellent verbal and written communication skills.
- Builds and maintains positive relationships with internal and external constituents.
- Strong organizational skills.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Ability to exercise good judgment in evaluating complex situations.
- Ability to adjust to frequent procedural changes.
- Ability to interact appropriately with low-income individuals.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Current, valid driver's license from domicile state and the ability to drive may be required, depending on the location of the position.
- Day travel and occasional overnight travel may be required; frequency of travel will depend on the location of the position.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- The employee may be required to lift files, boxes of files, and office supplies up to 30 pounds.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

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