



HCV Program Specialist

Reports to: Director of HCV
Salary Range: \$20.00 - \$32.69 per hour

Revised: March 2026
FLSA: Non-Exempt

Position Summary:

The employee is responsible for the review and verification for continued occupancy to the Housing Choice Voucher program. The employee exercises considerable judgment and initiative in carrying out day-to-day responsibilities subject to established procedures, practices, and standards. Duties require considerable knowledge of HUD regulations on tenant selection and the ability to maintain tenant records and prepare accurate and concise reports.

Key Responsibilities:

- A. Voucher Issuance / Move-Ins
 - Issue voucher upon completion of full application, eligibility, and briefing session for new clients or issue transfer voucher for program participants.
 - Generate HAP contracts and send to landlord for approval
- B. Continued Occupancy
 - Conduct comprehensive reviews of rental assistance client files to ensure eligibility, rent calculations, and documentation are accurate, complete, in accordance with agency policies and HUD regulations.
 - Follow protocols on the processing of move-ins, interim recertifications, and annual recertification's as well as transfers and port-outs/port-ins.
- C. Resident Relations
 - Maintain excellent client relations and customer service.
 - Communicate in a positive, professional, and organized manner in person, phone, email, fax, or mail.
- D. Recordkeeping and Reporting
 - Update and maintain participant information in a computer database.
 - Properly maintain participant files and file room.
- E. Landlords
 - Communicate with landlords
 - Ensure that all rent increases are completed timely.
- F. Miscellaneous
 - Perform all work duties and in accordance with IHA policies, procedures and HUD regulations.
 - Other duties as assigned.

Knowledge/Skills/Abilities:

- Provide excellent customer service
- Outstanding oral and written communication skills.
- Functional knowledge using computers, email, and Microsoft Office.
- Knowledge of HUD regulations and the Housing Choice Voucher Program.
- General principles and best practices of office management.
- Interviewing and negotiation techniques and principles.
- The ability to work creatively with team members.

Minimum Qualifications:

- High School Diploma/GED.
- One (1) year of experience in subsidized housing program administration; or any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work effectively.
- Must obtain rent calculation and occupancy certification within the 1st year of employment.
- Possession of a valid photo ID is required.
- Ability to read, interpret, understand and apply regulations by Federal, State, local laws and codes.
- Possess good mathematic/quantitative skills.
- Strong problem-solving skills and the ability to exercise sound judgment and make decisions based on accurate and timely analyses.
- Candidates must read, write and speak in a manner reflecting a professional business position.
- Ability to work well on your own and as part of a team.
- The employee must pass a federal, state, and local criminal background clearance
- The employee must not be under the influence of drugs and alcohol while on property performing work for IHA. Although the State of MO has passed Medical Marijuana, IHA prohibits its use per our Personnel Policy and under our ACC agreement with the U.S. Department of Housing and Urban Development.

OTHER REQUIREMENTS

1. Must be available for occasional overnight travel for training.
2. Must pass employment drug screening and criminal background check.
3. Must work with the highest degree of confidentiality.

WORK ENVIRONMENT AND PHYSICAL DEMANDS

Incumbent must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

The incumbent frequently uses standard office equipment including personal computers, telephone, and related equipment. The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

Office environment. The noise level in the work environment is moderate. 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.

Hours of Work/Travel:

This is a full-time position. Regular hours of work and days are Monday through Friday, 8:00 AM to 4:30 PM. Travel is primarily local during the business day between housing units and to partner offices, although some out-of-the-area and overnight travel for training may be required a couple of times per year. This position will require you to have your own vehicle transportation to and from your home to the office.

Supervisory Responsibilities:

None

This job description has been approved at all levels and is not to be interpreted as creating a contract for employment expressed or implied between the Independence Housing Authority and any employee. The Independence Housing Authority provides equal employment opportunity (EEO) to all employees and applicants for employment without regard to race, color, religion, gender identity or expression, national origin, age, disability, genetics, or veteran status, as well as any other protected class. In addition to federal law requirements, the Independence Housing Authority complies with applicable State and Local laws governing nondiscrimination in employment in every location in which the company has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

The Independence Housing Authority expressly prohibits any form of workplace harassment based on race, color, religion, gender identity or expression, national origin, age, disability, genetics, or veteran status, as well as any other protected class.

