

Title: Housing Choice Voucher Generalist**Reports to: Section 8 Coordinator and Executive Director****General Description:**

The HCV Generalist supports the mission of DCHA by working with low-income families and individuals to assist with administration of the Section 8 Housing Choice Voucher program. This position is a cross-functional position, performing duties of a Housing Inspector, a Housing Specialist, and an Eligibility Specialist. Duties and roles may fluctuate based on the needs of the Housing Authority.

Initially, the position will be focused on the Housing Specialist and Housing Inspection functions of the position and it is likely that approximately 50% of the employee's time will be spent on each of these functions.

Duties and Responsibilities: Housing Inspector

- Schedules and conducts initial, annual, and special unit inspections as well as re-inspections of failed units not meeting HQS.
- Follows up on continued fail/abatement issues
- Prepares and mails inspection notices to tenants and landlords with inspection appointment details
- Inputs inspection information into HCV software system
- Does research on market rental rates and maintains an up-to-date data base of rental units in Dane County to determine whether the rent requested by housing providers is consistent with the fair market value of the rental unit in question and related administrative tasks
- Works with HCV team to ensure inspections are performed in a timely manner
- Provides recommendations and information to owners and residents on the maintenance required to meet HQS standards.
- Maintains inspection related records
- Interpret HUD and DCHA policies and recommend procedures and or practices that would improve DCHA operations

Duties and Responsibilities: Housing Specialist

- Maintains a caseload of participants in Section 8 programs
- Collects, verifies, and assembles information for participant annual and interim recertifications and calculates adjusted income and tenant rent portion. This work must be performed in accordance with HUD and DCHA regulations and deadlines
- Processes moves for existing Section 8 participants, including reviewing units for approval, ordering inspections, generating letters to landlords/voucher holders, and generating HAP contracts and/or tenancy addendums. These processes must be performed timely per program regulations to avoid hardship to clients
- Develops and maintains rapport with owners and property managers regarding clients, program information, and program regulations
- Ensures participant compliance with HUD regulations and PHA policies, reviews HUD generated income reports for discrepancies, calculates repayment agreements, and initiates termination of assistance as necessary
- Responds to client and landlord calls and emails promptly and clearly and documents the communication
- May work with the Eligibility Specialist to coordinate waitlist opening, closing, and purging, including entering new applicants into the software system with support from the Administrative Assistant
- May assist Eligibility Specialist with filling vacancies, pulling names from waiting lists, or obtaining referrals, while applying appropriate preference and eligibility categories
- May assist Eligibility Specialist to perform background checks and other pre-eligibility verification processes to determine eligibility, family size, etc. and verify all information received from applicants and calculates adjusted income to determine rent portion at admission

- May assist Eligibility Specialist with lease up and briefing processes
- Assists in developing, maintaining, and revising department processes and systems as needed
- Other duties as assigned by Section 8 Coordinator and Executive Director

Skills and Qualifications:

- Any combination equivalent to a four-year degree in a related field and a minimum of four years of relevant experience. Additional relevant experience will be substituted for education on a year-for-year basis.
 - Knowledge and understanding of HUD Section 8 Rental Assistance program and ability to pass the necessary HUD Certifications within six months of hire to pass probation
 - Demonstrated ability to work with people of all incomes, nationalities, races, and abilities
 - Ability to establish a professional positive working relationship with staff, clients, landlords, collaborators, and other public agencies with professional and effective communication
 - Ability to use independent judgment in the application of practices or procedures, and to resolve problems and deviations from the general workflow
 - Ability to understand and interpret HUD, state, and local government regulations and DCHA policy
 - Ability to organize files to facilitate work processes and meet regulation requirements
 - Ability to perform basic math functions and use logic to calculate client incomes and rents
 - Demonstrated knowledge of property maintenance and construction principles, practices, methods and materials; knowledge of building codes a plus
 - Knowledge and ability to utilize a computer and standard software including the Microsoft Office Suite, and other software applicable to the position
 - Physical agility and strength necessary to climb, stoop, and access confined spaces in order to construct inspections and the ability to work outside in adverse weather
 - Valid driver's license, car insurance, reliable transportation and a good driving record
 - Ability to work independently with minimum direction and to complete projects in a timely manner
 - Ability to communicate effectively orally and in writing
 - Ability to exhibit to learn and apply new skills
 - Ability to utilize a computer and standard software including Microsoft Office Suite, experience with Elite housing software is a plus
- **Please send a cover letter and resume to Karyn Knaak, Executive Director, DCHA at kknaak@dcha.net by May 22, 2026.**