

Job Description

Effective Date: April 18, 2023

Job Title: Intake Assistant

Department: Rental Assistance

Reports to: Deputy Director of Programs, Intake and Training

Salary: This is a non-exempt full-time benefited position

Summary of the Position: Under the guidance and direction of the Deputy Director of Programs, Intake and Training the Intake Assistant assists the intake team with all aspects of intake functions and program management. Executes essential intake duties in a professional and empathic manner in the management of the various rental assistance programs and housing waiting lists. Places a high priority on customer service to support programs housing, and agency objectives in a team oriented environment.

Duties and Responsibilities include the following. *Other duties may be assigned.*

- Maintains the rental assistance waiting lists in compliance with Housing Urban Development (HUD), Department of Housing and Community Development (DHCD) policies, and procedures
- Accurately enters data into appropriate software program/s
- Establishes and maintains orderly applicant files according to policy/procedures
- Schedules and assist the team with applicant eligibility appointments, including gathering applicant data in compliance with HUD, DHCD and RCAP regulations, policies and procedures
- Provides applicants assistance in completing the application during open application hours
- Assist with briefings to educate all applicants on housing options, eligibility requirements, and services
- Calculates gross annual income using third party documentation.
- Responsible for document management in software program.
- Works in cooperation with intake team and managers to achieve target utilization and lease-up goals
- Refers applicants to relevant community resources, as needed
- Creates and maintains an adequate supply of issuance briefing packets for all voucher programs.
- Copies and prepares materials for applicant eligibility packets.
- Enters and updates data tracking systems as directed
- Completes all essential duties within established deadlines

Supervisory Responsibilities

This position has no supervisory responsibilities

Competencies

To perform the job successfully, an individual should demonstrate the following competencies:

- **Attendance/Punctuality** - Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **Dependability** - Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; completes tasks on time or notifies appropriate person with an alternate plan.
- **Initiative** - Asks for and offers help when needed.
- **Client Service** - Responds promptly to client needs; responds to request for service and assistance; meets commitments.
- **Computer Skills** To perform this job successfully, an individual will have intermediate knowledge of MS Word, Excel and Outlook. Ability to learn and use industry specific software.
- **Planning/Organizing** - Prioritize and plans work activities; uses time efficiently.
- **Problem Solving** - Identifies and resolves problems in a timely manner; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **Reasoning Ability**- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.
- **Mathematical Skills**-Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- **Written Communication** - Writes clearly and informatively; edits work for spelling and grammar; presents numerical data effectively; able to read and interpret written information.
- **Oral Communication** –Speaks clearly in positive or negative situations; listens and gets clarification; responds well to questions; participates in meetings.
- **Interpersonal Skills** - Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- **Diversity** -Shows respect and sensitivity for cultural differences. **Ethics** - Treats people with respect; -Keeps commitments; works with integrity and ethics; upholds organizational values.
- **Customer Service** –Demonstrated commitment to exceptional customer service at all time.
- **Organizational Support** - Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values

- **Professionalism** - Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **Safety and Security** - Observes safety and security procedures.
- **Adaptability** - Adapts to changes in the work environment; able to deal with frequent change, delays, or unexpected events.
- **Confidentiality** – Must maintain high level of interpersonal skills to handle sensitive and confidential situations. Position requires demonstrated discretion, tact, and diplomacy at all times.
- **Diversity, Equity, and Inclusion** – Shows respect and sensitivity for cultural differences, provides service based on DEI values.

Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- **Education and/or Experience:** 2-3 years related experience and/or training working at a housing or social services agency, some college preferred.
- **Language Skills** Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively to individuals and groups. Bilingual ability is required and/or helpful.
- Must pass a CORI
- **Certificates, Licenses, Registrations** Must possess a valid Driver's license and be able to travel to various locations within the region as required.
- **Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; and to talk or hear. The employee is frequently required to walk. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and ability to adjust focus.
- **Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually quiet.

Disclaimer: Although RCAP Solutions has attempted to describe this position accurately and thoroughly. RCAP reserves the right to change the same, including to change, add, to or subtract from the duties outlined, within the sole discretion of RCAP at any time, with or without advance notice.

Equal Employment Opportunity: RCAP Solutions is proud to be an equal opportunity workplace and affirmative action employer in the nine states, Puerto Rico, and the IS Virgin Islands that comprises our area of operation. We extend equal employment opportunities to all employees and applicants for employment and prohibit discrimination and harassment of any kind without regard to race, color, religion, age, sex, sexual orientation, national origin, disability status, genetics, protected veteran status gender identity, or expression of any other characteristics protected by federal, state, or local laws. This policy applies to all terms and conditions of employment including recruiting, hiring, placement, promotion, termination, layoff, recall, leaves of absence, compensation, and training. We believe in diversity and are committed to providing an inclusive environment for all employees.