



INTAKE SPECIALIST

The San Benito Housing Authority is seeking an individual as the Intake Specialist is responsible for managing the initial application and eligibility process for applicants seeking housing assistance through programs administered by the Housing Authority, including Public Housing and Housing Choice Vouchers (HCV/Section 8). This role involves screening applicants, collecting documentation, verifying eligibility, and maintaining accurate and timely records in accordance with federal, state, and local regulations. Ideal candidates should possess:

- High school diploma or GED required; Associate's degree in human services, business, or related field preferred.
- Minimum of two (2) years of experience in administrative support, customer service, or housing program intake.
- Experience with HUD programs, low-income housing, or government-funded housing preferred.
- Knowledge of HUD eligibility requirements and federal housing regulations (preferred).
- Strong organizational and documentation skills.
- Excellent communication and customer service skills.
- Ability to work with diverse populations with empathy and professionalism.
- Proficient in Microsoft Office and housing management software (e.g., Yardi, Tenmast, or similar).
- Ability to manage multiple priorities and meet deadlines.
- Bilingual (English/Spanish) preferred but not required.

Essential Duties and Responsibilities:

- Serve as the first point of contact for housing applicants and provide clear, courteous, and professional information regarding program eligibility and application procedures.
- Review applications for completeness and accuracy; assist applicants in completing required forms as needed.
- Collect, verify, and enter applicant data into the housing authority's system, including income, family composition, and other eligibility criteria.
- Schedule and conduct intake interviews in-person, by phone, or virtually, and obtain all necessary documentation for eligibility determination.
- Coordinate with third parties to verify income, assets, employment, and other eligibility information.
- Maintain detailed and organized applicant files in compliance with HUD regulations and agency policy.
- Communicate with applicants about their status, required documents, deadlines, and any changes in eligibility or application process.
- Monitor waiting lists and maintain accurate applicant status updates.

- Provide assistance and referrals to other agencies or community resources as appropriate.
- Support program audits and respond to requests for documentation or clarification.
- Maintain confidentiality and ensure sensitive applicant data is handled in compliance with privacy and security policies.
- Attend training sessions and stay current on changes in HUD regulations and housing authority procedures.
- Perform other related duties as assigned.

Working Conditions:

- Typical office environment with frequent use of computers and phones.
- May require occasional travel for vendor site visits or procurement training.
- Must be able to lift up to 25 lbs occasionally.

**Pay Rate: \$18/hour
Position Open Until Filled**

**Interested individuals may submit an application through our
website or in person at our office:**

<https://sanbenitohousing.com/employment/>

**San Benito Housing Authority
Attn: Human Resources
1400 N. Reagan Street
San Benito, TX 78586**