



HOUSING CHOICE VOUCHER (HCV) CLERK

The San Benito Housing Authority is seeking a detail-oriented and customer-focused individual to serve as the HCV Clerk. This position is responsible for assisting our Intake Specialist with 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 assisting in 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., Lindsey, Yardi, or similar).
- Ability to manage multiple priorities and meet deadlines.
- Bilingual (English/Spanish) preferred but not required.

Essential Duties and Responsibilities:

- Serve as one of the point of contacts for housing applicants and provide accurate, clear, 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
- 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.
- Provide general administrative support to the HCV department, including answering phones, responding to emails, and assisting walk-in clients.
- Prepare and send correspondence, notices, and appointment letters.
- Assist with data entry, reporting, and documentation required for HUD compliance and internal audits.
- Maintain accurate electronic and physical filing systems.
- Support recertification and annual review processes as assigned.
- Assist in preparing files for inspections, audits, and compliance reviews.
- Perform other duties as assigned to support departmental operations.

Working Conditions:

- Frequent interaction with applicants and residents.
- Typical office environment with frequent use of computers and phones.
- Requires attention to detail, confidentiality, and regulatory compliance.
- May require occasional attendance at training or program-related meetings.
- 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