



## SOMERVILLE HOUSING AUTHORITY

30 Memorial Road, Somerville, Massachusetts 02145  
Telephone (617) 625-1152 Fax (617) 628-7057 TDD (617) 628-8889

### **RECERTIFICATION SPECIALIST**

#### **Salary & Benefits**

\$40,000 - \$45,000

Full benefits package includes pension, medical, long-term disability, dental, sick & vacation

#### **Job Summary**

The Recertification Specialist is a clerical support position, in which the incumbent is responsible for conducting interviews and processing annual and interim rent changes for residents of the Somerville Housing Authority in a manner that provides timely and accurate information, responsive customer service, and in compliance with all program requirements. Duties include, but are not limited to, utilizing tenant management and compliance software systems to their fullest extent, scheduling appointments, conducting interviews, organizing large volumes of data, tracking different types of information, performing calculations, and securely maintaining data. Incumbent will also have the opportunity to cross-train with other administrative departments.

#### **Supervision Received**

The incumbent will report to and be assigned tasks by the Deputy Director, or his/her designee. Generally, the incumbent will receive general supervision, with work checked upon completion by supervisor. Occasionally, supervisor will examine work in progress.

#### **Supervision Given**

The incumbent provides no supervision to others.

#### **Principal Duties**

1. Receives income documentation and other verifications.
2. Processes continued occupancy forms, checking form for completion of information and prepares ancillary forms to accompany individual tenant folders.
3. Assists in computing and collecting tenant rents.
4. Organizes and schedules various appointments with clients, including but not limited to, recertification, interim rent changes, and family household compositions changes.

5. Verifies all necessary information has been received to process the rent calculation.
6. Review HUD required Enterprise Income Verification (EIV) Reports.
7. Ensure addition/deletion of family members does not over/under house tenant household.
8. If tenant is over/under housed, responsible to inform Management.
9. Verifies all income, assets, and expenses claimed by the applicant by use of EIV system, 3rd party verifications and when appropriate, pay stubs or tax returns, notarized statements, etc.
10. Correctly calculates and determines the rent for each tenant making sure all adjustments are handled correctly in the calculation.
11. Notifies tenants at least 30 days in advance of any rent changes.
12. Annual Re-certifications completed and in effect by the tenant's anniversary date.
13. All interim rent changes completed and in effect within 30 days of notification.
14. Full understanding of the SHA's Admissions and Continued Occupancy Policy.
15. Incorporates HUD changes into the tenant/applicant procedure to maintain compliance.
16. Enters all data into tenant management software system, PHA-Web and supports quality control reviews of PIH Information Center (PIC) data to ensure timely and accurate submittals and to respond to errors in a timely manner.

### **Knowledge, Skills and Abilities**

1. Knowledge of Affordable Housing, LIHTC, Federal, State and/or Local housing regulations.
2. Proficient understanding of basic math concepts.
3. Working knowledge of office procedures and practices.
4. Ability to work patiently, professionally, and cooperatively with residents and staff to provide high quality customer services.
5. Preserves and respects resident and applicant confidentiality.
6. Enforces and adheres to company policies, rules, and regulations.
7. Ability to operate office machines, such as: A computer, calculator, photocopier, scanner, and facsimile machine.
8. Ability to understand and follow oral and written instructions.
9. Ability to work with and maintain a filing system.
10. Ability to perform work under time pressure.
11. Ability to provide excellent customer service in person and by telephone.
12. Skill in typing, data entry and maintenance of computer records.
13. Experiencing with PHA-Web, public housing software a plus.
14. Bilingual in Spanish, Portuguese, Haitian Creole, Vietnamese, or Cantonese is a plus.

### **Training/Experience**

Must have a High School Diploma or equivalent. College Degree preferred. Required knowledge, skills and abilities for this position would normally be gained through the equivalent of one (1) year experience and/or training, preferably, in real estate, records management, housing, or urban renewal performing interview work.

The duties and responsibilities outlined above are designed to serve as a guideline, and do not, in any way restrict the Housing Authority, through its Executive Director, from amending or augmenting these duties and responsibilities by inter-related oral or written instructions, directives or memoranda.

**How to Apply**

E-mail resume and cover letter to Robert A. Muollo, Deputy Director, at [Robert.muollo@sha-web.org](mailto:Robert.muollo@sha-web.org).

**SHA is an Equal Opportunity Employer.**