



## Multi-Family Certification Specialist

**Lake Metropolitan Housing Authority** is seeking a **Multi-Family Certification Specialist**. We administer housing assistance for approximately 1,800 families throughout Lake County. This consists of three federal housing programs, the Housing Choice Voucher (formerly known as Section 8), Multi-Family, and Public Housing programs. These programs offer low and moderate income households the opportunity to rent affordable, decent, and safe housing. More importantly, Lake MHA provides these households a stable living environment in order for them to work towards economic self-sufficiency.

The Multi-Family Certification Specialist supports the Multi-family program by processing annual and interim re-examinations for current tenants. Meets with tenants by appointment to assess eligibility, obtains required documentation for participant file, and determines participant's continued eligibility or ineligibility. This role also:

- audits files of current tenants for completeness and consistency;
- maintains records and generates reports related to the Multi-family program;
- assists with the investigation of tenant issues; and
- identifies overpayments and initiates repayment agreements.

### Qualifications

- High school diploma or GED. Two (2) years general office experience in a fast-paced environment. One (1) year job related experience managing a high case load in government or non-profit preferred. Will consider an equivalent combination of education and experience to meet the required knowledge, skills, abilities and competencies of the position.
- Multi-family Certification Specialist (MF) certification required. If not certified, ability to become certified within six months of hire.
- Must possess a valid driver's license and be insurable under the agency's vehicle insurance plan.
- Ability to understand, interpret, and apply laws, rules or regulations to specific situations. Prior experience with HUD preferred.
- Demonstrated ability to exercise a high degree of discretion dealing with confidential and sensitive matters.
- Demonstrated ability to work with the public, participants, coworkers and officials effectively in a professional and courteous manner.
- Excellent organizational and recordkeeping skills plus attention to detail with a strong sense of urgency.
- Strong math skills including calculating fractions and percentages.
- Excellent verbal and written communication skills including the ability to interview participants, listen effectively, and prepare written correspondence and required program reports.
- Proficient in Microsoft Office (Outlook, Word, Excel, PowerPoint) and typical office equipment. Demonstrated ability to learn agency software.
- Legally compliant, confidential and ethical conduct, while living the values of teamwork and maintaining a client-centered focus.

In addition to competitive salaries, Lake MHA offers an excellent benefits package including: medical, dental and vision coverage; PTO and paid holidays; compressed work week; life insurance and short term disability insurance; tuition reimbursement; Ohio Public Employee Retirement and deferred compensation. Please note that Lake MHA does not participate in Social Security.

Equal Opportunity Employer

Please no walk-ins or telephone calls

To apply, send resume to:

[nostrosky@lakemetrohousing.org](mailto:nostrosky@lakemetrohousing.org)