

MATT URBAN HUMAN SERVICES CENTER OF WNY

POSITION TITLE: Housing Intake Specialist

Job Type: Full Time, \$15/hour
Supervisor: Housing Director
Location: 1081 Broadway, Buffalo, NY
Education Requirements: Bachelor's degree in human services, finance, planning or related field
Application Instructions: Please email items listed below to mshermer@urbanctr.org with "Housing Intake Specialist Candidate" as the subject line – Send cover letter, resume & one-page writing sample

Applications are due by 4:30pm on Friday, October 18, 2019

Job Description: This professional staff shall perform activities that facilitate access to and determination of eligibility for individuals seeking housing services. The Intake Specialist will work with housing staff to assist with client intake, underwriting for government funded housing initiatives, housing development projects, and project marketing. They are responsible for performing telephone, on-site and in person screening for various programs. As an integral part of the Housing Department and the Matt Urban Center, this position involves consistent client tracking and reporting and requires an up-to-date knowledge of community and housing resources to ensure appropriate referrals.

Qualifications, Preferred Knowledge, Abilities and Skills:

- At least 1 year of income certification, planning or relevant non-profit/for profit experience
- A demonstrated interest in affordable housing, community development, or real estate development
- Excellent written and oral communication skills to clearly convey programs with an orientation to details
- Ability to handle multiple tasks and deadlines, be well organized to process many cases
- Administrative, general writing and grant application preparation skills required
- Working knowledge of federal housing subsidies and the ability to calculate income eligibility based on client's income
- Microsoft Office Suite applications, Adobe Acrobat Pro
- Interest in improving the quality of life of low income people and impacting social and economic change
- Valid driver's license and ability to use personal vehicle to travel within the service area is required
- General underwriting or mortgage banking experience preferred

Responsibilities:

- Determine an individual's needs and screen for potential eligibility to housing related services
- Perform initial intake, income certification, and subsequent tracking for housing applicants in a timely manner to determine client eligibility and referrals
- Prepare and maintain client files, client appointments and any changes in policies for all housing programs
- Ongoing and effective communication with clients and applicants
- Act as an information resource to people needing housing assistance
- Assist with reporting, grant writing and other duties as assigned
- Attend community and block club meetings to provide service updates to residents and organizations
- Maintain relationships with community partners
- Promote and manage first-time homebuyer programs
- Marketing of various housing programs and services
- Collection of rents and other charges
- Thorough knowledge of program benefits and department mandated eligibility requirements



The Matt Urban Center is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age or veteran status.