Vermont State Housing Authority

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NOTICE OF OPEN POSITION

SITE SPECIALIST

November 6, 2026

Since 1968, the Vermont State Housing Authority has been working to improve and expand access to affordable housing throughout the state. VSHA strategically partners and collaborates with rental property owners, nonprofit organizations, agencies, and municipalities to implement innovative programs that promote housing access and stability for our community members with income-based and other housing assistance needs.

POSITION: The Site Specialist provides technical and administrative work of a complex and responsible nature related to the overall day-to-day administration of the Property and Asset Management Multi Family Housing Division for a variety of HUD, Rural Development and IRS-funded rental assistance programs. Responsibilities include waiting list management, the determination of initial and ongoing eligibility for rental assistance, and the preparation/submission of monthly rental assistance billing.

STATUS: Open to internal and external applicants.
This position is covered by a Collective Bargaining Agreement.

- Pay Grade: 6
- FLSA: non-exempt
- Salary: $24.00/hour $49,920.00/annual

ESSENTIAL FUNCTIONS include

1. In accordance with federal regulations, regulatory agencies, program specific requirements, and VSHA policies and procedures performs the following functions related to initial eligibility/suitability:
    - Manages/monitors waiting lists, available subsidies and unit vacancies.
    - Prepare application packages.
    - Assists applicants with completing required forms, explaining complex and differing programs along with their individual eligibility requirements.
    - Promotes and markets various housing options to general public and program
    - applicants; and as needed/required, assumes additional responsibilities relative to marketing and new initiatives.
    - Reviews applications for completeness; obtains required verifications, criminal background checks, credit checks and references; utilize the EIV system for eligibility.
    - Applies different eligibility and suitability criteria depending upon the program type, determines preliminary eligibility and suitability, adds completed applications to appropriate waiting lists.
    - Performs mathematical calculations to accurately determine the tenant rent, rental subsidy and utility allowance; prepares initial tenant income certification.

- Works cooperatively with all program staff to ensure applicants are processed and leasing occurs in a timely and efficient manner.
- Creates and maintains permanent tenant files.
- Issues approval, denial and waiting list placement letters.
- Completes a purge of the waiting list on at least an annual basis.
- As necessary, respond to/attend informal meetings/hearings.

2. In accordance with federal regulations, regulatory agencies, program specific requirements, and VSHA policies and procedures performs the following functions related to continued eligibility:
    - Performs complex mathematical calculations to determine and process adjustments to tenant rent, rental subsidy and utility allowance.
    - Prepares and submits monthly HUD vouchers using TRACS; makes TRACS corrections as necessary; monitors TRACS for rent adjustments and ensures the accurate and efficient transfer of rental assistance to the properties.
    - Prepares monthly RD Project worksheet in order to facilitate the accurate and efficient transfer of rental assistance to the properties and mortgage payments to the mortgage holder.; utilizes MINC to transmit tenant certifications, move in and move outs.
    - Processes annual and interim reexaminations; verifies income and expense information, and eligibility of new household members; determines ongoing eligibility of household. • Responsible for individual caseload and managing processing deadlines to ensure adequate notice to tenants.
    - Utilizes HUD's EIV system to determine eligibility and completes complex fraud calculations for recoupment of Housing Assistance Payments.

3. Processes mail; handles telephone inquiries and correspondence.

4. Handles information requests, program explanations to applicants, participants, agencies and the general public; resolves or refers any complaints or problems to the appropriate personnel. Refers tenants/applicants to the appropriate agency in the community for resources not provided by VSHA.

5. Prepares and maintains accurate confidential applicant and tenant files, criminal record request logs and background records, including within computerized program.

6. Develops and maintains effective working relationships with private and public agencies and community service organizations, statewide community-based organizations, advocates, shelters, property owners, agents, and other VSHA staff to meet the needs of applicants and program participants through all appropriate programs.

7. Provides back-up to other site specialist during periods of leave or heavy workloads.

8. Assists with special projects in support of goals of the Multi-Family Housing Division.

9. Provides other administrative assistance to Site Managers.

10. Performs related work as required or assigned.

REQUIREMENTS

- Associate's degree, with coursework in administrative/technical skills and office practices or additional experience, as defined below, may be substituted on a year-for-year basis for the Associate's Degree.

- Two years of administrative/technical work in human/customer services, preferably in assisted housing programs, including public contact.

- Must have or be able to obtain (within one year of employment, subject to budget restrictions) certifications in Rural Development 515, HUD, HOME and Low-Income Housing Tax Credit program regulations, where applicable and as required.

- Must possess a valid driver's license, dependable private means of transportation, and carry liability insurance in accordance with VSHA policy.

Skills and Abilities:

1. Ability to learn, adapt and apply extensive, complex rules, regulations and functions related to VSHA, HUD, RD, and LIHTC; and apply them to daily responsibilities (this knowledge should be acquired within the first six months).

2. Ability to maintain confidentiality; exercise good judgement and communicate effectively orally and in writing in stressful and emotional situations in which applicants/tenants may be in a heightened emotional state, angry, frustrated, unable to communicate and/or discouraged.

3. Ability to exercise sound judgement in assessing the housing needs of a wide variety of applicants to comprehend and apply complex instructions and program regulations and use mental resourcefulness and initiative to solve problems as they arise.

4. Ability to meet goals and objectives set by the Authority within a specific time.

5. Possess strong organizational and communication skills; ability to plan and organize a heavy and complex workload; quickly identify priorities of a busy, diverse office; operate under stress and work independently, referring policy clarifications to supervisor.

6. Ability to collect pertinent and detailed data from a wide variety of sources maintaining detailed, thorough and accurate files; ability to perform accurate arithmetic computations; knowledge of routine office procedures, English grammar, usage and spelling.

7. Strong clerical skills: ability to think creatively and take initiative with appropriate supervision to solve identified workflow barriers and create solutions in the form of custom forms, letters, and reports. Ability to use word processing, spreadsheet, database and other computerized programs, including those by way of modem (this knowledge must be acquired within the first three months); as well as general office equipment and type accurately at a minimum of 30 WPM.

8. Working knowledge of interviewing methods and techniques and be able to apply these in a way that puts applicants/tenants/colleagues at ease. Ability to communicate complex program information and requirements to a diverse public and be sensitive to the needs of low-income, elderly and disabled individuals and families.

9. Establish and maintain effective working relationships with supervisors, co-workers, program participants, other agencies, and the general public; and work closely and cooperatively with staff to insure the smooth administration of programs.

10. Possess an excellent telephone manner with ability to handle a variety of callers; ability to present a professional image at all time.

To Apply: Please submit your application materials (resume, cover letter, and application) to careers@vsha.org or Vermont State Housing Authority, Human Resources, 1 Prospect St., Montpelier VT 05602. The employment application can be downloaded from our website at vsha.org.

Vermont State Housing Authority is an equal opportunity employer. VSHA does not discriminate on the basis of race, color, religion, national origin, sex, pregnancy, age, disability, sexual orientation, gender identity, genetic information, HIV-positive status, ancestry, place of birth, citizenship status, veteran/military status, crime victim status, or any other characteristic protected by federal, state, or local laws. This policy applies to all of VSHA's terms and conditions of employment.