Vermont State Housing Authority

One Prospect Street ● Montpelier, Vermont 05602 ● (802) 828-3295 ● contact@vsha.org

NOTICE OF OPEN POSITION

RENTAL ASSISTANCE 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: Technical and administrative work of a complex and responsible nature related to the overall day-to-day administration for a variety of HUD and State-funded rental assistance programs. Responsibilities include the determination of applicant/tenant initial and ongoing eligibility for rental assistance including, but not limited to, the Section 8 Housing Choice Voucher program, Continuum of Care Homeless programs, and a variety of state-funded programs. Excellent communication skills are required in working with applicants and program recipients. This is a full-time position, 40 hours/week.

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: In accordance with HUD Regulations, regulatory agencies, program specific requirements, and VSHA policies and procedures:

1. Intake Services:
   - ■ Manages/monitors waiting lists, available subsidies, and unit vacancies.
   - ■ Meets with and interviews applicants, explaining complex and differing programs along with their individual eligibility requirements.
   - ■Assists applicants with completing required forms.
   - ■Reviews completed applications, obtaining required verifications and criminal background checks.
   - ■ Applies different eligibility criteria when evaluating completed applications, determining final eligibility of applicants for a variety of programs.
   - ■ Performs mathematical calculations to accurately determine the total tenant portion which is the basis for determining tenant rent going forward.
   - ■ Issues subsidies to eligible applicants in a timely, efficient manner.
   - ■ Responsible for responding to requests for, and performing, informal reviews.
   - ■ 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.

2. Client Services:
   - ■ Determines the ongoing eligibility of families and participants.
   - ■ Processes lease-ups, rent increases, annual and interim reexaminations, often times coordinating with the Field Representatives to get the required paperwork; verifies income and expense information, and eligibility of new household members.
   - ■ Performs mathematical calculations to determine and process adjustments to housing assistance payments (HAP), tenant utility reimbursement payments (URP), as well as the tenant portion of rent; starts, stops and resumes subsidy payments as needed based on calculations.
   - ■ Prepares and reviews bi-monthly HAP reports prior to HAP being paid out.
   - ■ Responsible for individual caseload and managing processing deadlines to ensure adequate notice to tenants and landlords.
   - ■ Reviews income discrepancies through HUD's EIV system and completes complex fraud calculations for recoupment of Housing Assistance Payments.
   - ■Communicates with tenants regarding missed repayment amounts.
   - ■ Responsible for preparing documentation and presenting at informal hearings.

3. Verifies with other public housing authorities status of program participants eligibility using the EIV system and direct contact.

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. Communicates with landlords regarding changes in HAP amounts.

6. Prepares and maintains confidential applicant and program participant files, criminal record request logs and background records, including within computerized program.

7. Responsible for generating, reviewing and certifying required regular reports, including waiting lists and check run verifications.

8. Compiles and maintains application and tenant certification packages; processes mail; handles telephone inquiries and correspondence.

9. Develops and maintains effective working relationships with private and public agencies, 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.

10. Documents information in the agency's computerized system and case records.

11. Provides other administrative assistance to Field Representatives.

12. Assists with special projects in support of the Housing Program Administration goals.

13. As needed, may occasionally provide back up to front desk and phones.

14. Performs related work as required or assigned.

REQUIREMENTS

Education: Associates degree with coursework in administrative /technical and offices practices. Additional experience, as defined below, may be substituted on a year-for-year basis for the associate's degree.

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

Skills and Abilities:

1. Ability to learn, adapt and apply extensive, complex rules, regulations, and functions related to VSHA, HUD and State funded rental assistance programs, and apply them to daily responsibilities. (This knowledge should be acquired within the first six months).

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

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

4. 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, spreadsheets, and other computerized programs as well as general office equipment accurately and proficiently.
5. Working knowledge of interviewing methods and techniques and ability to apply these in a way that puts applicants/participants/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.

6. Ability to maintain confidentiality; exercise good judgment; 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.

7. 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.

8. 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.

9. Ability to exercise sound judgment 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.

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

Certifications/Registrations/Licenses:

Must have or be able to obtain (within one year of initial employment, subject to budget restrictions) appropriate certifications in HUD-funded Section 8 and Special Needs Housing rental assistance programs 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.

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.