



<b>Position Title:</b>	Voucher Programs Processor (Certified)
<b>Last Reviewed:</b>	February 2025
<b>Department:</b>	Rental housing Programs
<b>Position Status:</b>	Full-Time
<b>FLSA Classification:</b>	Non-Exempt
<b>Reports to:</b>	Occupancy & Voucher Programs Compliance Manager

**Position Statement**

The Voucher Programs Processor (VPP) interacts directly with current participants and landlords to achieve full recertification compliance for all voucher participants across the Hearthway, Inc. portfolio. This individual is responsible for maintaining recertification compliance for all voucher programs. The Voucher Programs Processor will be responsible for maintaining the required compliance regulations regarding recertifications of existing participants. Hearthway, Inc. develops and uses strict policies and procedures that the VPP will be required to utilize to maintain a minimum error rate and zero material findings rate for all current participant files. At Hearthway, Inc., our work is driven by our mission, our core values and our culture of diversity and inclusion.

**Essential Responsibilities**

**Customer Service**

- Explain program eligibility requirements, rent calculations, and regulatory and procedural information.
- Be responsive and timely to questions and concerns raised.
- Make referrals for other programs and services to appropriate staff or outside agencies.

**Recertification Processing Functions**

- Perform all recertification processes in accordance with Hearthway, Inc. policies and procedures.
- Perform annual and interim income recertifications.
- Process monthly recertifications with accuracy and completeness.
- Submit all recertifications to an internal audit in accordance with Hearthway, Inc. policies and procedures and perform corrective actions as needed.
- Prepare all required documents for signatures.
- Monitor, prepare and submit reports as requested.
- Calculate tenant rent and HAP shares with accuracy and in compliance with HUD and/or EOHLA, state and federal program requirements.
- Understand and comply with 504 Reasonable Accommodation Rules.
- Monitor and sustain recertification compliance at all times.

1 Fenn Street., 3<sup>rd</sup> Floor, P.O. Box 1180, Pittsfield, Massachusetts 01201 Tel 413.499.1630 Fax 413.496.9831 www.hearthway.org

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Hearthway, Inc. does not discriminate on the basis of disability status in the admission or access to, or treatment or employment in, its federally assisted programs and activities.





- Gain a complete understanding of computer software programs used by various programs.
- Ensure all Hearthway Inc.'s vouchers are in compliance with all funding sources by maintaining compliance of the recertification process for all participants.

### **Required Skills or Abilities**

- Working knowledge of Microsoft Office, Word, Excel, and basic internet skills.
- Excellent verbal and written communication skills
- Occupancy Specialist Certification must be obtained within one (1) year of employment.
- Thorough knowledge of record maintenance.
- Ability to meet and deal tactfully and courteously with the public.
- Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities.
- Ability to make routine decisions in accordance with established administrative rules, regulations, and policies, to explain the re-examination process to participants and landlords in an objective and impartial manner.
- Knowledge of basic math principles sufficient to perform calculations for determining rent and resolving discrepancies.
- Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.
- Mission-driven and able to maintain strong values and seek creative solutions in a positive, team-oriented and judgement free environment.

### **Physical Requirements**

- Stationary work. Exerting up to 10 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- The team member is required to have close visual acuity to view and work on a desk computer/laptop/iPad.
- Work is performed in an office environment and requires the ability to operate standard office equipment (phone, fax machine, copy machine, postage machine, etc).
- Must have the ability to walk short distances.

### **Education and Experience**

- High school/vocational diploma, GED equivalent
- Associates Degree preferred
- Prior human service experience preferred but not required.

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### **Hearthway, Inc. Commitment to Equity**

Diversity and a culture of inclusion are crucial to the mission of Hearthway, Inc. We believe that self-reflection and awareness is critical, that diverse, equitable and inclusive representation should be reflected by our board, our team members, and in our programming and services.

Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.

### **Disclaimer**

This job description is not a contract for employment, and it is also not an inclusive listing of all duties, responsibilities, and expectations of the position. This document does not extend an offer of permanent or continuous employment. Hearthway, Inc. is an at-will employer.

**Team Member Signature:**

**Date:**

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