



**Program Representative – Worcester, MA**

**RCAP Solutions is currently seeking a qualified individual to join our Client Resources Team.**

The primary purpose of this position is to ensure Housing Choice Voucher program participants and their owners receive program assistance and ensure that program requirements are completed in an accurate, timely manner. Program Representatives work with the property owners or their designee/property managers along with program participants in ensuring program requirements and obligations are met to receive continuing housing subsidy assistance.

**Key Responsibilities**

**Programmatic**

- For Rental Assistance Programs, work with clients and landlords through the recertification process. The process includes explaining and guiding through the process of collecting required documentation for regular and interim recertification, answering questions, file maintenance, and calculating rent shares in an accurate and timely manner. Process rent increase requests through DHCD and enter into Tracker software.
- Complete all recertification with accuracy and in accordance with program regulations
- Process program terminations for failure to comply with program regulations. Prepare chronology and represent organization at informal hearings
- Maintain up-to-date knowledge and application of Tracker database, upgrades and ongoing reporting.
- Attendance at annual trainings and meetings as required.
- Assist with intake for participants selected from the waiting list as needed

**Customer Service**

- Responsible for maintenance of all client files, both electronic and paper, and all submitted documentation.
- Timely completion of processes.
- Counsel, negotiate or mediate solutions to housing issues including but not limited to conflicts between clients and property owners or their designee/property managers; also refer clients to other services through HCEC as applicable.
- Maintain program and housing knowledge in order to quickly and accurately answer property owner and tenant questions

**Regulatory Compliance**

- Maintain thorough knowledge of HUD’s current program regulations and DHCD (Department of Housing and Community Development) policies and be responsible for dissemination of information to clients and property owners.
- Performance indicators per the compliance reviews to meet identified benchmark of 98%.

**Education and Experience**

- Bachelor’s Degree or equivalent work history of at least one (1) year directly related to Section 8/HCV/MTW preferred. Bi-lingual ability preferred.



**Qualifications and Skills**

- At least one (1) year directly related to Section 8/HCV/MTW. Exceptional knowledge of computer systems and database functions, Microsoft Office required.

**Certifications or Licensures**

The following certifications should be achieved within one year of employment date:

- HCV Occupancy Certification
- HCV Rent Calculation Certification
- EIV Workshop and Training
- Fair Housing Training and Certification Working Conditions

**Working Conditions**

Typical office setting

Interested candidates, should submit a resume and cover letter to [hr@rcapsolutions.org](mailto:hr@rcapsolutions.org)

**Location – Worcester, MA**

**Grade Level: 15**

**Compensation and Benefits:**

RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 13 paid holidays, STD/LTD, etc.

**To Apply:**

Send cover letter and resume to our Human Resources Department or Email: [HR@rcapsolutions.org](mailto:HR@rcapsolutions.org) or Fax: (978) 630-9651.