



Portability & Relocation Representative

The purpose of the Portability & Relocation Representative is to enhance and streamline port clients and relocation within the HCV programs. The individual in the role must have an understanding of HUD regulations but also be able to research guidelines of applicability when transferring to other states. An in depth understanding of overall file process within the RAA's and working in partnership with HQS department, finance when applicable and general program representatives as needed to provide support. Tracking of lease contracts and timeliness is critical as well as attention to data entry and file organization to be successful within this role.

Key Responsibilities

- Understands and applies HUD regulations, MTW RCAP Solutions procedures.
- Answers telephone calls and communicates with applicants, participants, landlords/owners, and co-workers in a manner that is courteous and professional.
- Prepares and transmits applicable correspondence to clients.
- Responds timely to requests and inquiries from customers and staff, by phone, in person and by written communications.
- Determines customer needs and provides the information or assistance required to satisfy the customer needs.
- Enters correct information and completes accurate and timely 50058s for submission to HUD.
- Completes data entry for all transactions into housing software.
- Prepares and submits required reports.
- Maintains letters, documents, and transaction materials in client files per the file organization protocol.
- Notifies program applicants, participants, and owners in a timely manner of the results of program transactions.
- Keeps supervisor informed of issues as needed.
- Communicates with other leased housing staff on the progress and status of program transactions.
- Attends meetings and trainings.
- Under supervision and direction of the applicable Manager, provides oversight and monitoring of activities of staff within their unit.
- Assists with oversight of special projects to support the goals and objectives of the department; and,
- Conducts quality control reviews of the transactions completed by staff within their unit, which will include, but is not limited to, file reviews.
- Performs other duties as needed.

Specific Duties: Portability & Relocation

- Responsible for portability clients.
- Conducts regular reviews of client files to ensure program transactions related to portability are conducted pursuant to applicable RCAP Solutions procedures, MTW policies and HUD regulations.
- Serves as a liaison to other housing authorities to resolve portability issues
- Coordinates the implementation of agency MTW policy on portability move-outs.
- Approves termination of portability clients and assists Manager of Admissions, Leasing, Moves and Portability with complex situations that arise during portability processing and billing
- Oversee and simplify the moving process.
- Monitor progress of client files from once a unit is identified to signing a lease.
- Audit files received from Program Representatives for completion and request additional income and household verification from Program Representative as necessary
- Communicate with landlord, tenant, receiving administering agency and/or out of state LHA to obtain appropriate documentation



- Conducted Rent Reasonableness comparisons (GOSEC8) to approve contract rents and negotiate with landlords if not comparable.
- Knowledge of Federal, State, and local laws, rules and regulations related to low-income housing and policies and procedures
- Prepare client files to transfer or port outs to other RAAs, PHAs or LHAs
- Working closely with the Inspection team to coordinate timely inspections and ensure unit passes HQS inspection prior to move in
- Track lease dates for all incoming and outgoing files (transfers/portability)
- Run calculations
- Ensure that landlord provides RCAP with a copy of their lease
- Generate HAP contracts and ensure signatures are obtained within 60 days

Education Requirements

- Work experience administering the intake and relocation process for HCVP. Experience with direct service delivery in a housing or other social service-related agency. Extensive knowledge of the MRI-Tenmast System and the state-wide Section 8 waitlist. Knowledge of housing subsidy program regulations.
- Direct work experience administering the intake and relocation process for HCVP in a subsidized housing program.
- Bilingual skills preferred
- Ability to manage several tasks at once, anticipate and identify problems putting forward solutions that are creative, innovative, and flexible.
- Demonstrated ability to proactively identify problems and strong interpersonal, verbal, written, and negotiation skills. Good organizational skills and detail oriented
- Experience assisting clients with housing and economic stabilization barriers

Certifications or Licensures (to be completed within 1 year of hire)

- HCV Eligibility Certification
- HCV Rent Calculation Certification
- EIV Workshop and Training
- Edgemere Portability Training

Working Conditions

- Typical office setting to include the ability to spend long hours sitting and using office equipment and computers
- Move regularly from sitting to standing position as well as frequently bend to file and maintain files.
- Ability to work on repetitive tasks and use fine motor skills to handle and control objects.
- Ability to use and earpiece or headphones.; Speak, listen and understand others.
- Occasionally lift 10 to 15 lbs.

Location – Worcester, MA

Grade: 16

Compensation and Benefits:

RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 14 paid holidays, STD/LTD, etc.

To Apply:

Interested candidates should submit a resume and cover letter to: HR@rcapsolutions.org or fax: (978) 630-9651

191 May Street • Worcester, MA 01602
800.488.1969 • TTY 978.630.6754
Fax: 978.630.9651 • www.rcapsolutions.org