

Name of Incumbent	Position Title: Occupancy Case Manager
Office/Division:	Reports To: HC Voucher Director
FLSA Status: Exempt	Employment Status: Full-time
Job Description Last Reviewed: 09/11/25	Job Description Revised: 9/11/2025
Salary Range	\$19.30 - \$28.23

JOB RESPONSIBILITIES:

In addition to the following, other related duties are performed as required.

Performs a variety of tasks related to the administration of the Section 8 Voucher program; enrolls program participants; ensures compliance with HUD Section 8 program guidelines; attends various meetings, briefings, or seminars related to the Section 8 program.

QUALIFICATIONS:

Any combination of training and work experience that indicate possession of the knowledge, skills, and abilities listed below. An example of an acceptable qualification for this position:

Completion of secondary education (high school or GED), supplemented by coursework in office practices and procedures and computer operations, plus previous work experience involving eligibility determination for government programs, or equivalent.

LICENSURE OR CERTIFICATION REQUIREMENTS:

None.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Manages an active caseload of individuals participating in the Section 8 housing program; conducts meetings with existing and potential program participants; reviews applications and case files for accuracy and adherence to program requirements (e.g., participant eligibility, proper inspection recertifications, lease terminations and transfers, rent calculations, etc.); processes applications, payment and moving requests, recertifications, terminations, etc.; conducts periodic briefings of program participants to explain the regulations and guidelines of the Section 8 program. Must have ability to interpret and communicate policy and procedures to customers.
2. Monitors participants in the Section 8 housing program to ensure compliance with applicable rules and regulations; reviews records to ensure proper filings and accuracy of various documents and calculations (inspections, contracts, rent figures, etc.); identifies any instances of fraud or program violations and acts accordingly; responds to landlord/tenant problems and attempts to resolve disputes.

3. Assist department inspector as needed with Housing Quality Standards (HQS) inspections of units for required annual and quality control inspections.
4. Attends conferences, meetings, and seminars as directed and may involve overnight travel and driving; keeps current with any changes in housing authority policy or new development and/or directives from HUD.
5. Demonstrates regular and predictable attendance.
6. Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

OTHER DUTIES AND RESPONSIBILITIES:

1. Performs other related duties as assigned or directed in order to promote, further, and ensure the effective and efficient operation of the MMHA/CAC.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*indicates developed after employment)

Knowledge of: Agency policies and procedures *; Knowledge of Federal program requirements*; English grammar and spelling; Section 8 rules and regulations; office practices and procedures; case management; records management; interviewing techniques.

Skill in: computer operations; use of modern office equipment.

Ability to: deal with problems involving several variables within familiar context; define problems, collect data, establish facts, and draw valid conclusions; understand, interpret and apply laws, rules, and regulations to specific situations; calculate fractions, decimals, and percentages; prepare accurate documentation; compile and prepare reports; communicate effectively; handle sensitive inquiries from and contacts with officials and the general public; develop and maintain effective working relationships; resolve complaints; maintain records according to established procedures.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all-inclusive:

Computer and other standard business office equipment.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee: is exposed to chemicals commonly found in an office environment (e.g., toner, correction fluid, etc.); may be exposed to irate or emotionally distraught individuals.

Note: In accordance with the U.S. Department of Labor physical demands strength ratings, this is considered sedentary work.