



Position Title: Document Specialist
Department: Housing Operations & Client Services

SUMMARY:

Under the direction of the Housing Manager, the Document Specialist is responsible for receiving department calls, people and performing clerical work in the assigned department. The Document Specialist position will perform some or all of the specific duties listed below.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

1. Screens calls using tact and diplomacy; accurately refers calls to other Agency resources; takes accurate phone messages and directs callers to voice mail when appropriate.
2. Greets incoming visitors and clients, determine the nature of their business, and direct them to appropriate staff.
3. Arranges for landlords and participants to sign contracts and makes copies for participants and Assisted Housing (AH) Counselors.
4. Schedules hearings that include participants, Hearing Officers, and arrangements for meeting room.
5. Works closely with Hearing Officer to follow up on hearings for data, status update and ending with completion of sending hearing results to required participants.
6. Assists Counselors with Housing Assistance Program (HAP) register reconciliation.
7. Sends notices of rent changes to participants and landlords.
8. Delivers information provided by applicants, participants, or owners to appropriate management level.
9. Sends notices to applicants on waiting list to visit Authority's office to update application form or for eligibility interview.
10. Logs and distributes mail, messages.
11. Prepares briefing packets, owner information or reexamination packets.
12. Reconciles Repayment Agreements Report monthly, refers delinquent accounts to AH Counselor for appropriate action.
13. Responds to applicants or other interested parties regarding program information, waiting list information, and other similar inquiries. Receives and reviews request for inspections.
14. Maintains all files for assigned department to include voucher clients and inspections.
15. Scan and maintain documents for Document Management System.
16. Makes copies of materials as directed.
17. Types contracts, reports, forms, and correspondence.
18. Processes PASSED initial inspections.
19. Other duties as assigned.

EDUCATION AND/OR EXPERIENCE:

- High School diploma or equivalent required.
- One (1) years of general clerical experience, or an equivalent combination of education and experience.
- Must possess a valid Texas Driver's License and have a clean driving record (fewer than 3 moving violations in the last 3-year period) and must maintain licensure and clean driving record for the duration of employment.
- Must be eligible to be insured under FWHS's fleet insurance policy.

EXPLANATION OF HIRING PROCESS:

Thank you for your interest in job opportunities with the Fort Worth Housing Solutions. All [applications](#) for open posted positions must be submitted via email to asmith@fwhs.org. We encourage you to visit our [website](#) often to view and apply for vacant positions with the agency.