



# Partners in Housing Partners in Community

Job Title: Placement Specialist  
Reports to: HCV & Admission Manager  
Department: Admissions  
Status: Non – Exempt  
Salary Range: \$19.95 - \$29.97 per hour  
Pay Grade: 4  
Revision: September 2025

## **General Statement**

Summary: To provide administrative support to the Placement Supervisor in the processing of applicants for placement in low-income housing as per local and state laws and HUD regulations relating to admissions, eligibility, and continued participations of the Raise Up-provided housing programs.

## **Duties and Responsibilities**

Interview applicants, review application for completeness, ensure all required HUD forms are signed.

Assists in the compilation and typing of correspondence and forms necessary to complete the application through leasing process.

Processes files and follows up as necessary to ensure accuracy and completeness of records in a timely fashion in accordance with Housing and Urban Development regulations.

Enters applicants into and maintains the waiting list database.

Sends appointment letters and prepares files for new applicant HCVP orientation.

Prepare applicant files for background check, including calculating estimated rent portion.

Assists with offering units and preparation of vacancy reports.

Responds to public inquiries regarding Raise Up-provided housing programs.

Assist in the creation of marketing materials and participates in community outreach events.

Processes incoming and outgoing mail.

Performs other related duties as required.

## PLACEMENT SPECIALIST

### **Qualifications**

Education/Experience: High school diploma or GED plus two (2) years of administrative or customer service experience or related experience required. Must be able to speak, read, write, and translate Spanish and English fluently dependent upon position assignment. Must be proficient in the use of Microsoft Office software, e.g. Word and Excel.

Language Skills: Ability to communicate effectively with staff, tenants, and landlords.

Mathematical Skills: Basic math skills.

Reasoning Ability: Problem solving.

Computer Skills: Ability to learn computer programs needed for the position.

Certificates, Licenses, Registrations: Must possess and maintain valid Ohio driver's license and be insurable by Raise Up's vehicle insurance carrier; if current driver's license is not from Ohio, must obtain Ohio's driver's license within 14 days of employment. Customer Service and Rent Calculation training are preferred. Must complete Public Housing and Housing Choice Voucher Program rent calculation certification within twelve (12) months of hire. Must be able to attend conferences and training, traveling overnight when necessary

### **Knowledge, Skills, and Abilities**

Must pass drug screen, employment reference, and criminal history background check.

Proficient in Microsoft Word and Outlook.

Ability to become proficient in Raise Up software.

Possesses and/or able to acquire knowledge of HUD regulations, particularly relating to eligibility of applicants for Public Housing, Housing Choice Voucher Program, Section 8 New Construction, Shelter Plus Care, Veterans Affairs Supportive Housing (VASH) vouchers, and Non-Elderly Disabled (NED) vouchers.

Ability to learn and follow Raise Up policies/procedures and acquire knowledge of Raise Up housing stock.

Requires strong communication and interpersonal skills, especially listening during interviews.

Ability to relate to individuals at all socio-economic levels.

Exceptional internal and external customer service and interpersonal skills.

Ability to work with and serve a diverse population.

Ability to work in a fast-paced environment and prioritize multiple tasks with frequent interruptions.

Requires strong organizational skills with the ability to prioritize and plan work activities and use time efficiently.

Ability to explain reasoning for actions taken and be able to document such reasoning clearly.

Ability to maintain confidentiality of information.

## PLACEMENT SPECIALIST

Requires the ability to use office equipment such as a computer, fax, calculator, copy machine, multi-line telephone systems, and fingerprinting machine.

Ability to speak Spanish is required dependent upon position assignment.

### **Physical Demands/Work Environment**

Physical Qualifications: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects; reach with hands and arms; ascend and descend stairs; speak, see, and hear; and push, pull and/or lift up to 25 pounds occasionally.

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

### **ADA/EEO Compliance**

The Raise Up is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Housing Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.