

We offer competitive salary, great benefits, and work that matters to our community.

The Organization

Seattle Housing Authority (SHA) is a growing, innovative, and mission-driven Agency based in Lower Queen Anne, Seattle. We are committed to advancing housing equity throughout the city, and creating a supportive, inclusive workplace for the 650+ employees who propel SHA's mission forward every day. Through our work, we expand housing opportunities for all, cultivate strong communities, and improve quality of life for our citizens and neighbors. We are best known for centering care and respect in our relationships with clients and leading with a deep commitment to race and social justice equity.

SHA's passionate and talented workforce have elevated the organization into a nationally recognized leader in housing and development. We believe in a workplace where "everyone" means "everyone," and creating an environment where employees can do their best work is the right thing to do. SHA fosters an inclusive culture where employees are celebrated for being exactly who they are and valued for their unique perspectives shaped by their lived experiences. SHA employees enjoy competitive pay and holistic benefits, flexible and alternative work arrangements, robust learning and development opportunities, career development, employee assistance program, and several affinity groups to help staff feel connected to themselves and their peers.

Every now and then self-assurance holds us back from chasing opportunities. Studies have shown that women and people of color are less likely to apply for their dream job if they don't meet every qualification. At Seattle Housing Authority, we are dedicated to building a diverse, inclusive, and authentic workplace that celebrates your identity and the background you bring with you. We don't believe there's only one 'perfect' candidate and encourage you to apply even if you don't meet every qualification. You may just be the candidate we're looking for! For information on our hiring practices, see our [diversity policy](#) and [equity policy](#).

The position:

Our Housing Choice Voucher department is seeking to fill a **Certification Specialist I** position. The **Certification Specialist I**, under the general supervision of a Housing Choice Voucher (HCV) Supervisor, will perform a variety of tasks including various technical, administrative, scheduling, and processing functions as they relate to the HCV program. In addition, will handle all the duties and responsibilities of a specialized desk within the program. The specialized desks are the Port-In/Port-Out Desk, New Move-in Desk, Inspection Scheduling Desk, Issuance Desk, Special Programs Desk, HUD-targeted Voucher Desk, and Special Review Desk. For additional information on the job, please see the [full posting](#).

The Certification **Specialist I** will be paid **\$25.85 - \$33.85 per hour, D.O.E, Knowledge, Abilities.**

The ideal candidate has:

- **Proof of vaccination on first day of employment.** Please read our [vaccination policy](#).
- Two years' work experience in data entry, PC word processing, or automated accounting system and general office practices and procedures, or one-year experience as a Customer Service Specialist, social service position, or equivalent.
- High School diploma or equivalent, and two years of college-level course work social services, bookkeeping, business, or related field.
 - May substitute an additional two years of relevant work experience for the college level course work.

What will you be doing?

- Conduct interviews of clients.
- Determine eligibility, both initial and continuing.
- Request, prepare and complete forms, correspondence, and documents to verify eligibility including but not limited to criminal background checks, income verification, and family composition; issue vouchers; create/maintain computer and hard copy confidential client files. Refer to community and public agencies for assistance; terminate assistance and cancel files.
- Apply independent judgment to complex housing needs in a fair and consistent manner in accordance with continually changing regulatory rules, HUD regulations, and SHA policy and procedures. Provide housing providers with information requested regarding tenant rental history.
- Maintain files, logs and other paperwork related to participant households to ensure all files meet State Examiners audit standards. Coordinate information with supervisor for denials, non-compliance, and termination of participants.
- Provide federal and local housing program information including policies and procedure to the public; work with and build relationships with case managers and other agencies.
- Meet high customer service standards, including prompt return of phone calls and handling walk-in clients, according to protocol standards. Cooperate with external parties to evaluate and /or assist in the maintenance of Section 8 participation.
- Administer, interpret, apply, and explain rules, regulations, policies, procedures, and other requirements needed for eligibility and continuing assistance.

The Location: 190 Queen Anne Ave N, Seattle, WA 98109

Why Should You Apply?

- Competitive salary
- Great benefits
 - We offer medical, dental, vision insurance, and Public Employees' Retirement (PERS), if hired into an eligible position.
 - We also offer generous paid leave and holidays.
- Reasonable hours
 - Opportunity for part-time remote work, depending on position.
- Opportunities for additional on-the-job training

To apply for this position click [here](#)