



## Contract Control Specialist

The Montgomery County Housing Authority (MCHA) is accepting applications for the position of Contract Control Specialist. The incumbent in this role assists with the administrative oversight of the Housing Choice Voucher Program at the MCHA. Employee is expected to communicate with participants, landlords/owners and co-workers in a manner that is courteous and professional. Work activities revolve around answering resident and landlord questions, providing information on status of rent, damage claims, property inspections, provisions of the lease/contracts and ensuring actions are within program regulations. Confidentiality and sensitivity are primary expectations for this role. This role requires strict adherence to deadlines, flexibility, detail orientation, and the ability to prioritize to serve a 500-person caseload. Work is performed with considerable independence. This role is based in Norristown, PA, and has opportunity for hybrid work after training, with supervisory approval.

### ESSENTIAL JOB FUNCTION:

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| <ul style="list-style-type: none"> <li>Brief certified program participants on the operation and requirements of the HCVP.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Determine Annual Income in accordance with HUD rules; Calculate Adjusted Income, TTP. Apply Federal Regulations to calculate income, assets, and expenses to determine monthly subsidy.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Determine ongoing client program eligibility and process Interim Adjustments when participants report changes in income or family circumstances.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Schedule and conduct annual re-certification interviews by meeting all deadlines for notification. Document all information appropriately.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Set-up and audit files for completeness and accuracy with all necessary participant-supplied documents and third party verifications (or documentation of why third party verifications are not present).</li> </ul>  |
| <ul style="list-style-type: none"> <li>Document transactions and information correctly via Tenmast application and forward accurate and timely 50058 form for submission to HUD.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Issue vouchers and meet with participants who are enrolling or moving; Issue Vouchers and brief Voucher-holders, emphasizing housing opportunities outside areas of minority and low income concentration; Determine whether the participant family qualifies for a different unit/Voucher size than previously, issue new voucher for correct unit/Voucher size when appropriate.</li> </ul> |
| <ul style="list-style-type: none"> <li>Process both inbound and outbound mail for recertification process and interact via telephone with clients and landlords daily.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Act as liaison for participating HCVP clients and property. Investigate and resolve participant complaints.</li> </ul>  |
| <ul style="list-style-type: none"> <li>Refer any compliance issues such as fraud or allegations involving criminal activities to appropriate areas. May be required to attend hearings.</li> </ul>   |
| <ul style="list-style-type: none"> <li>Other duties as assigned.</li> </ul>  |

### QUALIFICATIONS:

#### Education, Training, and/or Experience:

Two years of experience in varied office management or staff work; and Associate's Degree or any equivalent combination of experience and training. Knowledge of HUD regulations and experience in public, subsidized or low income housing services is preferred.

#### KNOWLEDGE & SKILLS, ABILITIES:

Thorough knowledge of modern office practices, procedures, and equipment.  
 Knowledge of the principles and practices of public administration, preferably Housing Authority activities.  
 Ability to handle high volume of incoming calls from participants in the HCVP.  
 Ability to read, research, understand and apply HUD, MCHA and HCVP regulations.  
 Ability to learn and use technology extensively in execution of duties and assignments.  
 Ability to be meticulous and work independently with minimum errors.  
 Knowledge of the principles of governmental reporting.  
 Ability to gather, assemble, correlate, and analyze facts and devise solutions to administrative problems.  
 Ability to comprehend program goals, objectives, and operations, and to relate these to administrative analysis. Ability to develop, install, and evaluate administrative policies and procedures.



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Ability to communicate professionally at all times on behalf of the MCHA.  
Ability to apply and interpret departmental policies and procedures.  
Ability to establish and maintain effective working relationships with colleagues, officials, and the public.  
Ability to work effectively as a team member.  
Ability to express ideas clearly and concisely, orally and in writing.

### **Salary Range:**

Offered Salary to be commensurate with applicable experience > \$49,000 – \$53,000 Annually

### **How to Apply:**

Submit resume and cover letter to [Employment@Montcoha.org](mailto:Employment@Montcoha.org) by COB on **Friday, March 27, 2026**.