



Public Housing Eligibility and Operations Specialist

The Montgomery County Housing Authority (MCHA) is accepting applications for the position of Public Housing Eligibility and Operations Specialist. The employee in this role performs independent administrative and program support work in the main and site offices of public housing communities within the Montgomery County Housing Authority. This employee must be proficient with office technologies, front office operations, standard business practices, and social services support. This employee is expected to handle all communications and related materials in a secure, confidential, and professional manner. This role is based in Pottstown, PA but will involve travel to Conshohocken and has opportunity for hybrid work after training with supervisory approval.

Essential Job Functions:

Completes a full suite of front office responsibilities including:

- Ensures that office area is welcoming and meets MCHA standards. Maintains a neat and orderly working area; Handles all incoming and outgoing mail; Filing following strict protocols; Answering phones and routing calls and messages as necessary; Greeting residents/visitors and following up with receipts etc.; Researching MCHA/HUD details and answering questions.
- Coordinates all aspects of eligibility for waiting list including downloading applications, applying preferences, screening paperwork, applicant correspondence, applicant appeals and tenant selection coordination with Development Managers.
- Complete PH Waiting List reporting to HUD.
- Works with Compliance on all applicant screening process for PH and HCVP.
- Determines non-Citizen eligibility status for applicants and residents in the SAVE Program.
- Collects data as required, completes data entry and creates reports as required.
- Access PIC and EIV systems to complete various tasks including Tenant ID Management and Former Resident Debt files.
- Maintains internal tracking of account write-offs and submits default accounts to accounting department and/or collection agency.
- Sets up and maintains accurate/orderly files. Ensures security of records; organizes paperwork and correspondence regarding specific program areas.
- Documents processes to complete operating procedural front desk manual.
- Other duties as assigned.

Qualifications:

Education, Training, and/or Experience:

Preferred minimum of bachelor's degree and interest in public service work.

Knowledge of Microsoft 365 product suite and ability to learn and use Tenmast Software. *Must possess a valid PA driver's license.*

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 read, research, understand and apply HUD, MCHA and PH regulations.

Ability to learn and use technology extensively in execution of duties and assignments.

Ability to be meticulous and work independently with minimum errors.

Ability to gather, assemble, correlate, and analyze facts and devise solutions to administrative problems.

Ability to comprehend program goals, objectives, and operations.

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 > \$45,000 - \$55,000 Annually

How to Apply:

Submit resume and cover letter to Employment@Montcoha.org by COB on **Friday, March 27, 2026**.