



Lake County Housing Authority has an immediate opening for a:

**Collection Specialist**

Under the supervision of the Assistant Director of HCV, the Collection Specialist reviews participant/applicant files to determine the accuracy of income reported. The Collection Specialist determines whether or not any incomplete/untrue information warrants action such as a requirement for a participant to repay money the Authority overpaid to a landlord as a result of inaccurate reporting, and/or whether or not the participant should be terminated, and in some cases, prosecuted. The Collection Specialist computes any amounts owed the Authority, prepares a verification packet, negotiates an Agreement to Repay with participants, and actively pursues the collection of such monies. The Collection Specialist works closely with Assistant Director of HCV, the Certification Specialists, the Housing Quality Standards Specialists, and administrative staff to investigate all suspected instances of unreported income as well as reports of possible criminal circumstances relating to household members.

**Main responsibilities include:**

1. Reviews participant's files when there is a possible discrepancy between income reported and that received and communicate with participant to discuss discrepancy.
2. Secure third party verification of income from additional entities and compare income reported to determine direction of action.
3. Calculate the amount of money owed back as a result of late reporting, or under reporting income.
4. Meet with participants to discuss repayment arrangements.
5. Monitor monthly payments. Pursue collections through letters and phone calls. Work with Certification Specialists and the Housing Quality Standard Specialists to ensure no increase in voucher size or move or transfer is permitted for participants in default status.
6. If a participant's offense warrants termination, prepare all supporting data, refer file to Assistant Director of HCV and mail letters, as per policy.
7. Represent Authority position in informal hearings, formal hearings before the Board of Commissioners and in court as required.
8. Maintain confidentiality of files.
9. Performs related duties as assigned.

**Related Responsibilities:**

1. Assist Assistant Director of HCV in investigations of possible program violations such as unauthorized household members.
2. Counsel residents and applicants, when appropriate, during orientation, lease updates, workshops, during an investigation process and hearings, etc.

**Required Knowledge, Skills and Abilities:**

1. Ability to deal in an effective, professional manner orally and in writing with tenants, applicants, law enforcement, government and social services agencies and the public.
2. Ability to communicate effectively both orally and in writing.
3. Knowledge of standard office procedures, practices, equipment and use including a computer.
4. Ability to compute and compile dates, follow oral and written instructions, and learn Federal, State and Housing regulations and procedures.
5. Able to maintain effective working relationships with others.
6. Ability to communicate orally and in writing.

**Education and Experience:**

1. A Bachelor's Degree from an accredited four-year institution of higher learning or equivalent education and experience preferred. Paralegal/legal or investigation background preferred.
2. A comparable amount of training, education or experience can be substituted for the minimum qualifications.

**Special Requirements:**

1. Must be bondable.
2. Possession of a valid driver's license in their state of residence.
3. Must have the ability to work with confidential information.

Please send resumes to:  
Lake County Housing Authority - Human Resources  
33928 North US Highway 45  
Grayslake, IL 60030  
[recruitment@lakecountyha.org](mailto:recruitment@lakecountyha.org)  
FAX: 847-223-7910  
No phone calls please

Lake County Housing Authority is an Equal Opportunity Employer.

