



Department: Housing	Job Description
Job Description Title: Field Agent I Section 8	FLSA Status: Non-Exempt
Accountable To: Housing Department Director	Position Status: Full Time / Grade 11 / \$19.68 ph
Prepared By: HR	Revision Date: July 1, 2025

CAPNM is an Equal Opportunity Employer

Job Summary:

Works in partnership to administer the Section 8 housing choice voucher program and HUD VASH for Veteran housing needs. Completes inspections, interacts with tenants/ landlords and completes paperwork/ documents all transactions in a timely fashion, in accordance with Federal and State regulations and Housing and Urban Development (HUD) housing quality standards. Protects Agency interests by adhering to established compliance standards.

Essential Duties and Responsibilities:

- Maximum lease up capacity

Assist low-income clients by coordinating new and existing contracts with property owners and the clients in conjunction with local, State and Federal guidelines. Also, comply with Fair Housing and Equal Opportunity requirements as directed.

- General program administration

Communicate effectively with up to date information. Process annual and interim re-exams for existing clients, negotiate leases, prepare timely reports, collect, and analyze income and client personal data and process transfers and ports to four-county service region. Maintain continuous and effective communication regarding the policy while maintaining confidentiality.

- Inspections

Conduct inspections in accordance with HQS. These responsibilities include travel within the four-county region to conduct the inspections; ensuring rental is in a safe, sanitary condition,

corresponding with property owners and clients regarding any deficiencies needing correcting and conducting re-inspections as necessary.

- Recordkeeping

Maintain accurate and timely records, including reviewing rent reasonableness and filing of existing client records and staying current with HUD and HQS regulations.

- Outreach/Landlord Recruitment

Contact independent property owners and property management companies to educate them on the benefits and requirements of the Program. This requires meeting with and/or recruiting potential property owners, keeping property owners informed of Program changes and informing them of other housing resources.

- Other duties as assigned and required

Minimum Qualifications (Experience/Education):

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, certification, licensing, experience, knowledge, skill, and/or ability required.

- High School diploma or the equivalent
- Two years experience in general office/public contact work
- Experience working with people from various socio-economic and educational backgrounds
- Working knowledge of office equipment including PC's
- Good interpersonal, written and verbal skills
- Well organized
- Must possess and maintain valid Montana driver's license
- Must possess proof of and maintain personal auto insurance
- Must be insurable under CAPNM's auto liability insurance per insurance carrier's requirements

Physical Demands & Working Conditions:

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.

- Requires regular on time attendance and appropriate attire
- Requires occasional to frequent standing, bending, stooping, sitting, walking
- Lifting, carrying, pushing or pulling up to 25 lbs. occasionally
- Continuous use of both hands and arms
- Frequent use of keyboard
- Repetitive motion
- Requires close, distant and peripheral vision
- Ability to hear normal conversation both in person and on phone
- Ability to speak in a clear voice
- Travel by auto with exposure to moving traffic in year-round weather conditions
- Exposure to working in cold under 32 degrees and in heat over 80 degrees on an intermittent basis
- Some exposure to wet and slippery conditions
- Some exposure to annoying odors
- Some use of latex/rubber gloves
- Some exposed to biohazards, pollen, dangerous animals, grease and grime
- Work requiring frequent attention to detail and continuous deadlines

- Most work is in a clean office environment
- Possible exposure to offensive language, violence and threats
- Day shift

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential duties and responsibilities.

No description of the responsibilities and performance can fully detail those required for the position. The employee demonstrates a proven commitment to the mission of the Agency and is one from whom thoughtful recommendations and resolutions are expected. They demonstrate a passion for integrity, honest interaction, and professional excellence.

They are discreet professionals in handling the important information to which they are entrusted.

THEY MAKE POSITIVE THINGS HAPPEN.