

HOUSING ASSISTANT

DEFINITION

Under general supervision, performs a variety of routine to complex technical, clerical, office and program support, in the Housing Department of the Santa Clara County Housing Authority (Agency); provides information and assistance to the general public; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Housing Programs Supervisor or Housing Programs Manager. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is the entry-level class in the housing programs series. Initially, under close supervision, incumbents with basic experience and knowledge of social services programs and delivery, learn to perform the full range of duties required to ensure that the Agency's programs, activities, and services are effective and provide the highest level of customer satisfaction to the public. As experience is gained, assignments become more varied and are performed with greater independence. Work is usually supervised while in progress and fits an established structure or pattern. Responsibilities include general office duties such as reception, filing, and data entry, as well as general program support in the areas of eligibility, lease up, occupancy, rent adjustment calculations and Housing Quality Standards (HQS) enforcement. This class is distinguished from the Housing Programs Specialist by the level of responsibility, work volume, and independent discretion and judgment assumed and the complexity of duties assigned to the Specialist classification, in addition to the assignment of caseload management responsibilities.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a wide variety of routine to complex technical, clerical duties to support departmental operations, including setting up file folders; prepares, scans, copies, collates, and distributes a variety of files and documents; ensures proper filing of copies in departmental or central files.
- Screens calls, visitors, and incoming mail; responds to complaints and requests for information by directing to the appropriate individuals; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public; performs reception duties as needed.
- Gathers, assembles, updates, and distributes a variety of department or Agency specific information, forms, records, and data as requested.
- Logs, tracks, maintains and updates detailed and accurate records for the waiting lists for the Section 8 Voucher program, Project Based Vouchers and the Moderate Rehabilitation Program; processes documentation for waiting list appeals; maintains accurate client, owner and rent data records.
- Performs data entry for an automated record keeping system; reviews information for accuracy, updates information; and handles, reviews, and secures confidential client information.
- Responds to inquiries from the public via telephone and/or in person; provides information or referrals to the public and clients on housing assistance programs and activities.
- Explains and interprets regulations, policies, procedures, systems, rules and responds to inquiries and complaints.
- Assists in the review and research of violations of client obligations and responsibilities; may assist in the investigation process of potential housing fraud cases.
- Processes rent adjustments, and change of ownership, and conducts research and follow-ups on periodic Housing and Urban Development (HUD) reports such as deceased tenants, debts owed and multiple subsidies.
- Schedules a variety of inspections including new contract, annual and other related inspections; determines compliance with HQS; conducts re-inspections as necessary.
- Reviews self-certification of corrected repair items submitted by owners and tenants; uses electronic equipment to enter inspection results; downloads documents to computer system and mails out required documents to the appropriate parties.
- Process EIV deceased tenant reports, family composition changes and non-compliance and terminations and participate in informal hearings.
- Operates a variety of standard office equipment and performs other duties as assigned.



- Receives, sorts and distributes incoming department mail, assists with mass mailings, and scanning of large volumes of documents; organizes and maintains data storage, as required.
- Assist with the new contract process which includes processing Request for Tenancy Approval (RFTA), may conduct rent reasonableness, determine affordability with 40% rule, and generate and review HAP contract with lease agreement.

QUALIFICATIONS

Education and Experience:

An associate degree with coursework in social work, business, or public administration, and two (2) years of experience in providing technical support to assisted housing or other social services programs. Bachelor's degree preferred.

Licenses and Certifications:

None.

Knowledge of:

- Departmental practices and procedures and applicable Agency policies.
- Basic eligibility, case management practices and procedures.
- Basic knowledge of tenant and owner rights and responsibilities related to housing; interviewing and negotiations techniques and principles.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Principles of business letter writing and record-keeping.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Learn and interpret and apply administrative and departmental policies and procedures.
- Learn and understand the organization and operation of the Agency and of outside agencies as necessary to assume assigned responsibilities.
- Perform responsible clerical support work with accuracy, speed, and minimal supervision.
- Effectively work independently and in a team environment.
- Manage several tasks simultaneously while working under pressure to meet deadlines, and independently organize own work and set priorities to meet the requirements of the position.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Compose correspondence independently or from brief instructions; maintain records and databases.
- Make accurate arithmetic computations.
- Organize, maintain, and update office database and records systems.
- File materials alphabetically, chronologically, and numerically.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Operate modern office equipment, including computer equipment and word-processing, database, spreadsheet, and other software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.



ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.