

Position Description

Position Title:	Housing Assistant (Client Services Assistant) (Owner Services Assistant) (Leasing Assistant)	Department:	Housing, Federal Programs
Reports to:	Housing Programs Supervisor	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	June 2020
Representation Status:	Represented	Date Revised:	September 20, 2022

Summary

The primary purpose of this position, under close supervision, is 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. The Housing Assistant is an entry level position in the Housing Programs series. 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, client services, and owner services.

This class is distinguished from the Housing Programs Specialist I/II/III 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.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority's ("SCCHA") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Responds to inquiries from the general public via telephone and/or in person to include lobby/reception support; provides information or referrals to the public and clients on housing assistance programs, online portal assistance, and other activities.
- Performs a wide variety of routine to complex technical, clerical duties to support departmental operations such as client services, owner services, leasing, and continued occupancy. Duties may include 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 inquiries and requests for information by directing to the appropriate individuals; assists in interpreting and applying regulations, policies, procedures, systems, rules, and precedents.
- 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.



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- Performs data entry for an automated record keeping system which may include portability; reviews information for accuracy, updates information; and handles, reviews, and secures confidential client information.
- Assists in the explanation of client obligations and responsibilities.
- 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.
- Receives and completes requests from owner/payees for processing changes in address; verifies required documentation provided and information in the system to authorize requests.
- Receives and completes reported ownership/management and Housing Assistance Payment (HAP) payee changes; verifies proof of ownership, verifies the owner is eligible to receive HAP payments in accordance with the Agency's owner disallowance policy; verifies that the agent the owner designates as an authorized agent is eligible to receive HAP payments in accordance with federal, state and local law. Schedules a variety of inspections including new contract, regular and other related inspections; and determines compliance with HQS.
- 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.
- Assist in processing family composition changes and certifications.
- 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 leasing process which includes processing Request for Tenancy Approval (RFTA), may conduct rent reasonableness, determine affordability rule, and generate and review HAP contract with lease agreement and tenancy addendum.
- Interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position.
- Effectively represents the Department and the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

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QUALIFICATIONS

Education and/or Experience

Any equivalent combination of education and experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:

High School diploma or possession of a certificate of equivalence of High School Achievement (GED) and two (2) years of experience in providing technical support or customer service to assisted housing or other social services programs. Bilingual skills desired, but not required.

Core Competencies

This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:

Advancing Inclusivity and Leveraging Diversity: Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer/Client Service: Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

Effective Communication: Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Integrity: Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

Job Knowledge and Skill: Exhibits requisite knowledge, skills, and abilities including basic knowledge of tenant and owner rights and responsibilities, interviewing and negotiations techniques and principles to perform the position effectively by providing information and assistance to the general public and performing a variety of routine to complex technical, clerical, office and program support, in the Housing Department, Federal Programs Division.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team



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above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

Technical Skills: Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

Work Environment/Physical Demands

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, 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. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, virtually 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.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]