

ELIGIBILITY AND OCCUPANCY SPECIALIST

DEFINITION/PURPOSE: Review applications and conduct applicant interviews to establish eligibility for housing. Determine eligibility for specific programs and certify eligibility for that assistance based on established policies and procedures. Calculate rental assistance and the appropriate level of tenant subsidy. Perform analysis of client eligibility. Provide information to tenants, owners, and landlords regarding housing programs, and pertinent Authority policies and regulations.

DISTINGUISHING CHARACTERISTICS: This classification is distinguished from Eligibility Technician by the depth of knowledge of the eligibility requirements of the various housing programs and the authority and responsibility to determine eligibility, calculate assistance, and issue vouchers. It differs from Senior Eligibility and Occupancy Specialist by the depth of experience in serving the client base, knowledge of the local housing market, nuances of the Authority programs, and the responsibility for lead direction.

SUPERVISION RECEIVED AND EXERCISED: Under the direct and general supervision of an Eligibility and Occupancy Specialist Supervisor. Has no supervisory responsibilities; however, may be assigned to provide lead direction to clerical staff.

ESSENTIAL JOB FUNCTIONS: Duties may include, but are not limited to the following:

- Determine initial client eligibility for assistance and annual re-certifications through established calculations, formulas, policies and procedures. Accurately complete associated documents and verifications used in determining client eligibility and subject to audit.
- Enter eligibility data into computer system for centralized access.
- Process and prepare necessary documents after timely determination of eligibility. Verify client-provided data necessary to determine eligibility utilizing a variety of family, employer, community and governmental sources. Assume responsibility for the complete documentation of activities.
- Calculate rents for units based on established formulae. Calculate reimbursements.
- Advise clients (tenants and landlords) of program requirements and changes.
- Conduct interviews with tenants, landlords and applicants.
- Review and approve requests for tenancy approval to assure conformance to program requirements and identify exceptional circumstance that may require higher approval. Negotiate acceptable rents, and process initial inspection for rent reasonableness per Authority guidelines.
- Conduct public presentations to clients (briefings of the programs, etc.) at a variety of locations within the Authority's geographic area of responsibility.
- Respond to client and public inquiries and requests.
- Prepare requested reports and maintain activities logs and reports.
- Work cooperatively with other staff and operational units.
- Undertake specific special projects, as assigned.

OTHER JOB FUNCTIONS:

- Assist co-workers, as requested.
- Assist with translations, Spanish/English, oral and written, as requested.
- May be required to participate in training staff.
- Perform related duties as assigned.

REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of: Authority housing programs and their eligibility rules and regulations. Interviewing techniques. Local social service providers and their programs. General office procedures, proper telephone etiquette, ability to operate various office machines. Advanced arithmetic skills, including addition/subtraction, multiplication/division, pro-ratio, and percentages. Personal computers, word processing and spreadsheet programs, and their use.

Ability to: Understand and interpret policies and programs administered by the department/agency. Work efficiently, effectively, and accurately under time-limited schedules. Quickly assimilate and effectively apply training. Be courteous, exercise judgment, discretion and maintain confidentiality in dealing with clients, general public, and co-workers. Problem solving skills. Relate well to prospective clients, and efficiently interview to establish eligibility, and exercise judgment in effecting program eligibility. Deal with clients who are in stressful circumstances. Communicate effectively in English in written and oral expression. Type from clear copy at 45 words per minute, proofread; understand oral and written instructions and procedures. Skillfully operate a keyboard and have experience using a personal computer with necessary applications programs. Perform and apply advanced arithmetic calculations.

Licenses and Certificates - Possession of, or ability to immediately obtain and retain, a valid California Driver License desired for some positions.

Physical Requirements/Work Environment – Must be able to sit for lengthy periods of time in an indoor environment; stretch, bend, and have the manual dexterity to operate keyboard equipment. Have the visual and auditory capacity to operate with the perception and discrimination required by the duties of the classification. Be able to lift 25 lbs.

Other - Employee may be requested to use his/her personal vehicle, reimbursed at the agency-authorized rate, in the performance of duties. If the employee agrees, the employee must show proof of and maintain automobile insurance coverage at or exceeding the minimums specified by agency policy.

- Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service (INS).
- Fluency in conversational Spanish is desirable and may be required for specific positions.
- Be bondable.

EXPERIENCE AND EDUCATION GUIDELINES:

Any combination of experience and education that provides the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and acquire the abilities would be:

Experience – Four years of increasingly responsible experience in administrative work that demonstrates competency in the listed "knowledge and abilities" section; or two years as an E & O Technician. Prefer public contact and problem solving experience in a public agency setting.

Education - An Associate's Degree from an accredited college or university with major course work in sociology, social work, or business administration, finance or related field is desirable.

The Housing Authority of the County of Santa Cruz is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Authority will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.