

HOUSING ASSISTANT

DESCRIPTION/PURPOSE: Assist the administration of department programs by providing a wide variety of technical and complex clerical / administrative work in accordance with HUD regulations, federal, local and other applicable laws, rules, policies and procedures. Responsibilities include general office duties such as mail processing, reception, filing, scanning, data entry, as well as general program support for the Housing Choice Voucher Program and other rental assistance program in the areas of inspections, moves and lease-up, and contract rent changes. Exercise the highest level of personal discretion in handling confidential and technical matters concerning participant information.

DISTINGUISHING CHARACTERISTICS: This position is distinguished from Housing Program Specialist by the level of responsibility and independent discretion and judgement assumed and the complex duties assigned to the Specialist classification, in addition to the assignment of caseload management responsibilities. This position requires effective organization, time management and the application of program policies and procedures in assisting clients, and completing the essential job functions.

SUPERVISION RECEIVED AND EXERCISED: Under the direct and general supervision of the Department Director, Assistant Director, or Supervisor.

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

- Respond to inquiries from the clients, general public and other stakeholders via telephone, email, and/or in person to include lobby/reception support, provides information on housing programs, online portal assistance, and other activities.
- Screen calls, visitors, and incoming mail; responds to inquiries and customer service requests by providing information, resources, or directing to the appropriate individuals.
- Provide information and general assistance to staff and public regarding programs and services provided by the Housing Authority.
- Follow complex agency procedures in assisting clients and conducting program transactions.
- Manage departmental information flow, correspondence, reports and filing in accordance with policy and procedures.
- Prepare program packets, organize and stock program forms, documents, and assist with file management and record retention.
- Receives, sorts, and distributes incoming department mail, assists with mass mailings, and scanning of documents, organizes and maintains data storage and systems as required.
- Logs, tracks, maintains and updates detailed and accurate records which includes entering memos in client management systems, spreadsheets, databases, online portal and other software applications.
- Process requests for contract rent increases which includes, reviewing to verify the request is valid under Housing Authority policies and procedures, conduct rent reasonableness, approve contract rent amounts, calculate Housing Assistance Payments and tenant rent share, update Yardi, and provide proper notice to the participant and owner.
- Assist with the leasing process for initial move-in which includes processing Requests for Tenancy Approvals, conduct rent reasonableness, determine affordable limits (40% rule), verify ownership, and unit entry.
- Coordinate a variety of administrative functions for inspections which includes scheduling initial, special, and regular Housing Quality Standards inspections, or other application inspection standards, provide notice of unit deficiencies to owner, apply abatements, initiate unit termination, collect and review self-certification forms.
- Provide general guidance to property owners, property managers, participants and other stakeholders on inspections processes, inspections standards and program requirements.
- Provide information and general assistance to staff and public regarding programs and services provided by the Housing Authority.
- Coordinate and assist with special projects.

OTHER JOB FUNCTIONS:

- May be required to participate in training of staff.
- Opening and closing of the Authority office, as assigned.
- Perform related duties as assigned.

REQUIREMENTS TO PERFORM ESSENTIAL JOB FUNCTIONS:

Knowledge of: Housing Authority programs, policies and procedures associated with essential job functions. Principles and procedures of business record keeping, business letter writing, report preparation, and basic mathematical principles. General office procedures, proper communication etiquette which includes telephone, email, and in person, and operations various office equipment. Knowledge and proficiency of personnel commuters, word processing, spreadsheets, and Outlook email and calendars.

Ability to: Understand and interpret policies and programs administered by the department / agency. Be courteous, exercise good judgement, discretion and maintain confidentiality in dealing with landlords/property owners/property managers, clients, general public and coworkers. Interact with clients in stressful circumstances, problem solve and relate to clients. Communicate effectively in English in written and oral expression. Understand oral and written instructions and procedures. Skillfully operate a keyboard and have experience using a personnel computer with necessary application programs. Work independently in the absence of specific instructions.

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

Physical Requirements/Work Environment – Must be able to sit for lengthy periods of time in an indoor office 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. Lift up to 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 eligibility to work in the US as required by the Immigration and Naturalization Service (INS).
- Fluency in conversational Spanish is desirable and may be required for specific positions.

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 - Two years of experience in providing technical support and customer service to assisted housing or other social service programs.

Education - Possession of an Associate's Degree from an accredited college.

The Housing Authority of the County of Santa Cruz is an Equal Opportunity Employer. In compliance with the American 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.