REVISION: MAY 2006

CLASS CODE: 2402CE-2403CE

UNIT: OCEA

HOUSING SPECIALIST I/II

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DEFINITION

Under direction, to perform a variety of technical paraprofessional duties in support of the low and moderate income housing programs; and to perform related duties as assigned.

EXAMPLES OF DUTIES--Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.

Housing Specialist I:

When assigned to Housing Choice Voucher Program:

Serves as case manager for assigned caseload including monitoring 30 day notices, conducting move appointments, monitoring and calculating rent increases given by owner, completing new contracts and leases, and calculating files to determine tenant and housing portion of rent; processes applications for the Housing Choice Voucher Program; conducts interviews with applicants to obtain information to determine eligibility; verifies income, family composition, and related information obtained in interviews through third party verification or other means; performs and verifies computations; sets up and maintains files and/or filing systems for Housing Choice Voucher Program eligibility; compiles and updates eligible lists for assistance; issues vouchers and briefs applicants on programs; assists clients in locating suitable housing; negotiates contract rents with owners and verifies rent reasonableness; mediates a variety of tenant/landlord disputes; conducts a variety of inspections including new move-ins, annual recertifications, Housing Quality Standards, and damage inspections; generates and compiles monthly list of annual recertifications; schedules inspections and monitors all third party verifications; inputs information into computer for all family income composition changes, annual recertifications, new leaseups, and current tenant moves; participates in conducting fraud investigations; participates in the process to terminate assistance; prepares informal hearings; completes a variety of forms; conducts surveys; prepares statistical reports; performs outreach activities to increase landlord participation in housing programs; performs tenant/landlord counseling; provides referrals to clients and the public to appropriate community resources; disseminates information on various housing programs; maintains knowledge of programs and related regulations and procedures.

When assigned to Family Self Sufficiency:

Identifies potential participants from families receiving rental assistance; contacts potential participants to schedule appointments and conduct orientation meetings; enrolls families in program; processes required paperwork and maintains files; produces and distributes newsletter for participants; provides information and referrals for FSS participants including in the areas of education, job training, career counseling, childcare, and supportive services; maintains resource files on programs and services available in the region; develops and implements marketing plan for FSS program; complies with administrative requirements of the FSS program including reporting, record-keeping, review of requests for interim disbursements of escrow funds, termination of participants, and determination of contract completion; organizes educational workshops for FSS; establishes and maintains relationships with community based organizations and educational institutions.

Housing Specialist (Continued)

When assigned to Housing Rehabilitation:

Performs a variety of duties necessary for providing housing rehabilitation loans to low-income homeowners for necessary repairs to their homes; markets the Housing Rehabilitation Program; conducts interviews with applicants to obtain information to determine eligibility; verifies income, family composition, and related information obtained in interviews through third party verification or other means; performs and verifies computations; sets up and maintains files and/or filing systems; conducts Housing Quality Standards inspections as well as work write-up and code inspections; prepares cost estimates and work write-ups for eligible applicants related to rehabilitation work as well as for federally funded non-profit rehabilitation work; serves as liaison between contractors and homeowners to facilitate receiving bids; packages successful loan applications for submittal to loan committee; prepares staff reports to finalize loan process for City Council approval; enters loan data into database; monitors construction activities of contractors performing single family, multi-family, and mobile home rehabilitation work as well as contractors performing non-profit rehabilitation work using Federal funds: serves as project manager for construction and rehabilitation projects on City acquired buildings; maintains accurate accounting records for assigned projects; approves payment authorizations to disburse escrowed funds to contractors; participates in the design and administration of low and moderate income homeowner program to assist qualified households to purchase homes; researches redevelopment law.

MINIMUM QUALIFICATIONS – HOUSING SPECIALIST I

When assigned to Housing Choice Voucher Program/Family Self-Sufficiency Program:

Knowledge of:

Operations, services, and activities of housing programs.

Interviewing and investigation techniques.

Methods and techniques to verify information received from applicants.

Methods and techniques of conflict resolution and mediation procedures.

Community resources available to low income clients.

Housing Quality Inspection techniques.

Pertinent federal, state, and local laws, codes, rules, and regulations governing housing programs.

Modern office procedures, methods and equipment including computers and applicable software applications.

Principles and procedures of record keeping.

Principles of business letter writing and basic report preparation.

Principles and practices of customer service.

English usage, spelling, grammar, and punctuation.

Mathematical principles.

When assigned to Housing Rehabilitation

Knowledge of:

Operations, services, and activities of housing programs.

Interviewing and investigation techniques.

Methods and techniques to verify information received from applicants.

Methods and techniques of conflict resolution and mediation procedures.

Community resources available to low income clients.

Housing Quality Inspection techniques.

Pertinent federal, state, and local laws, codes, rules, and regulations governing housing programs.

Housing Specialist (Continued)

Modern office procedures, methods and equipment including computers and applicable software applications.

Principles and procedures of record keeping.

Principles of business letter writing and basic report preparation.

Principles and practices of customer service.

English usage, spelling, grammar, and punctuation.

Mathematical principles.

Loan underwriting criteria.

Modern construction methods and technology as they relate to housing rehabilitation and remodeling.

Ability to:

When assigned to Housing Choice Voucher Program/Family Self Sufficiency Program:

Interpret and explain program rules, regulations, policies, and procedures to applicants.

Serve as a liaison in tenant/landlord relations.

Negotiate contracts, leases, and rental agreements with landlords.

Conduct health and safety inspections.

Analyze and draw logical conclusions from data.

Maintain and update accurate records and files.

Prepare clear and concise reports.

Perform basic arithmetic calculations accurately.

Work independently and efficiently to carry out assignments.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective relationships with those contacted in the course of work.

Represent the department at outreach activities.

When assigned to Housing Rehabilitation

Interpret and explain program rules, regulations, policies, and procedures to applicants.

Serve as a liaison in homeowner/contractor relations.

Negotiate contracts with contractors.

Conduct health and safety inspections.

Analyze and draw logical conclusions from data.

Maintain and update accurate records and files.

Prepare clear and concise reports.

Perform basic arithmetic calculations accurately.

Work independently and efficiently to carry out assignments.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective relationships with those contacted in the course of work.

Prepare construction specifications and cost estimates.

Package loans for presentation to loan committee.

Housing Specialist (Continued)

Housing Specialist II:

This is the full journey level class within the Housing Specialist series. Employees within this class are distinguished from the Housing Specialist I by the performance of the full range of duties as assigned. Employees in this class provide technical training and guidance to lower level staff, assist the supervisor in monitoring the activities of other staff, and perform various special projects with minimal supervision. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level, or when filled from the outside, have prior experience. Advancement is not based on time in grade but solely at the discretion of the Department Director and the organizational needs of the Department.

EXPERIENCE AND TRAINING GUIDELINES

Experience:

Housing Specialist I: Two years of experience in housing assistance programs, social services programs for low income households, tenant/landlord relations, property management, real estate accounting, loan application review, or a related field. Positions assigned to the housing rehabilitation program must have construction technology and project management experience.

Housing Specialist II: Three years of increasingly responsible experience as a Housing Specialist I or its equivalent.

Training:

Housing Specialist I: Equivalent to the completion of the twelfth grade supplemented by specialized training in housing programs or a related field.

Housing Specialist II: Completion of a certification, license, or degree in the related Program assignment field. For staff assigned to the Housing Choice Voucher or Family Self-Sufficiency Programs, possession of a public housing certificate or diploma sponsored by one of the Public Housing specific training organizations such as Nan McKay, Housing Television Network (HTVN), National Association of Housing and Redevelopment Officials (NAHRO) in the areas of HCV Eligibility or HCV Occupancy or HCV Rent Calculation, and HCV Housing Quality Standards.

License or Certificate:

Possession of an appropriate, valid driver's license.

WORKING CONDITIONS

Environmental Conditions:

Office/field environments; travel from site to site; exposure to computer screens and inclement weather conditions; may work or inspect in confined spaces; extensive public contact; occasional exposure to contagious diseases and unsanitary conditions when conducting inspection of dwellings.

Housing Specialist (Continued)

Physical Conditions:

Essential functions may require maintaining physical condition necessary for sitting, standing, walking, bending, stooping, kneeling or crawling for prolonged periods of time; speaking and hearing to exchange information; visual acuity to read and interpret information.