

## **HOUSING TECHNICIAN**

*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 immediate supervision, to perform a variety of routine paraprofessional duties in support of the low and moderate income housing programs; to assist other housing staff in the performance of routine office and/or field duties; 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.*

Assists in processing applications for Section 8 housing assistance; conducts intake 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 including those for applicants for homebuyer programs or Section 8 eligibility; prepare packets for successful loan applications for submittal to lenders; screens telephone and office callers, dispensing information or referring to professional staff; advises and counsels applicants regarding verifications and related issues; may schedule and conduct briefings; operates computer; retrieves and compiles statistical reports; types letters, memos and other materials; composes routine correspondence; prepares mailings; photocopies materials; completes various other routine office or field housing assignments in support of housing programs and staff.

### **MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

- Principles and practices of customer service.
- Methods and techniques of conflict resolution.
- Principles and procedures of record keeping.
- English usage, spelling, grammar, and punctuation.
- Mathematical principles.
- Modern office procedures, methods and equipment including computers and applicable software applications.

#### **Ability to:**

- Learn the operations, services and activities of Section 8 and low rent public housing programs.
- Learn the methods and techniques to verify information received from applicants.
- Learn community resources available to low income clients.

- Learn rules and regulations governing public housing programs as they relate to program eligibility.
- Learn, interpret, and explain program rules, regulations, policies, and procedures to applicants.
- Deal effectively with a wide variety of people.
- Respond to requests and inquiries from the general public.
- Analyze problems and make appropriate referrals.
- Gather data and make accurate mathematical computations.
- Operate office equipment including computers and supporting word processing and spreadsheet applications.
- Generate a variety of reports from specialized computer systems.
- Maintain and update accurate records and files.
- Typing at a speed necessary for successful job performance.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective relationships with those contacted in the course of work.

### **Experience and Training Guidelines**

**Experience:** Some experience in a position involving extensive public contact. Experience in Federal, State and local housing assistance programs is highly desirable.

**Training:** Equivalent to the completion of the twelfth grade.

### **WORKING CONDITIONS**

**Environmental Conditions:** Office environment; exposure to computer screens; extensive public contact.

**Physical Conditions:** Essential functions may require maintaining physical condition necessary for sitting and standing for prolonged periods of time; speaking and hearing to exchange information; visual acuity to read and interpret information.