The Housing Authority of the City of San Buenaventura
EQUAL OPPORTUNITY EMPLOYER

ASSISTANT ELIGIBILITY SPECIALIST
Salary Range bi-weekly $1,552.75 - $1,887.38

DEFINITION

Performs a variety of difficult and intricate technical tasks that include interviewing of applicants for housing, providing program information, explaining program procedures, providing application analysis, determine initial eligibility, and related documents for a variety of housing programs and services.

JOB CHARACTERISTICS

Receives direct and general supervision from the Public Housing Manager; this classification exercises no supervision over employees; however, may give lead direction to assigned clerical employees.

ESSENTIAL FUNCTION STATEMENTS: The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and or skills required. Management reserves the rights to add, modify, change, or rescind the work assignments of different positions. Essential duties may include but are not limited to the following:

1. Schedule, re-schedule, and conduct applicant interviews for a variety of housing assistance programs, assist applicants in attempting to find appropriate assistance by explaining documentary materials necessary to complete applications for appropriate programs, and interpret program criteria and objectives.
2. Responsible for presenting eligible applicants for the purpose of filling voucher/housing vacant units in a timely manner in compliance with agency standards.
3. Assist both scheduled and unscheduled drop-in clients by phone and in person. May conduct home visits of applicants unable to visit the office, and if needed for lease-ups to determine suitability.
4. Receive, review, verify, substantiate, and research a variety eligibility data supplied by the applicant, including income, assets, legal status, social services assistance, and perform criminal background checks.
5. Prepare, update, and maintain applicant files in accordance with applicable procedures and regulations. Retrieve and enter necessary data to/from the agency computer system.
6. Schedule and conduct orientations concerning program requirements and necessary actions required by housing-eligible individuals; and present eligible individuals with offers of available voucher, public housing and tax-credit units.
7. Conducts tours of units and properties for eligible applicants.
8. Prepare by applicable deadlines a variety of files, logs, manuals, records, eligibility records, and provides any other reports deemed necessary by management staff.
9. Perform a variety of complex administrative/clerical tasks such as preparing correspondence, documents, and a variety of statistical and operational reports.
10. May conduct informal reviews with Hearing Officer upon applicant’s request.
11. Respond to applicant correspondence, and document all applicant complaints and mediate conflicts.
12. Maintain a close working relationship with county and community government, social service, and law enforcement agencies for purposes of facilitating timely delivery of service, verification of information, and to protect program integrity.
13. Front desk coverage as needed.
14. Represent the Authority and its programs to community groups, businesses, and governmental agencies.
15. Comply with Administrative Plan, ACOP, Management Plans and Low Income Housing Tax-Credit Policy Guide and/or other applicable Program Guides.
16. Communicate and report to the appropriate supervisor any matters regarding liability and risk management issues at assigned properties, as well as any suggestion to improve or enhance quality of life issues provided by the clients/residents.
17. Maintain a professional and cordial attitude towards co-workers and clients.
18. Must treat people with respect and work with integrity and professional ethics, upholding the agency’s values and mission. Represents the agency in a positive, professional and ethical manner at all times. This specifically includes abiding by all of the ethical rules outlined in the Employee Handbook.
19. Be available during Agency business hours to meet client needs, coordinate with co-workers, oversee contract workers, attend face-to-face meetings, and handle day-to-day operations necessary for the position.

QUALIFICATIONS:

Knowledge of:

- Eligibility/Suitability requirements and the substance of a variety of available programs.
- Methods and techniques of interviewing.
- Local social services agencies and appropriate contacts.
- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.
- Modern office procedures, business mathematics application, and statistical recordkeeping methods.
- Common administrative terminology and standard agency correspondence and report format.
- Application of filing, indexing, and cross-referencing methods.
- Operation of standard office equipment.
- Basic agency organization, rules, and regulations, including housing program principals, policies and procedures.
- Pertinent State, Federal, and local housing laws and regulations.

Ability to:

- Gather, record, and correctly evaluate data.
- Correctly interpret rules and regulations for applicants, recipients, and the general public.
- Organize and prioritize work effectively and meet required deadlines.
- Maintain accurate and systematic records.
- Make complex mathematical computations.
- Independently prepare and answer correspondence on department-related matters.
- Deal diplomatically and sensitively with clients, other agency representatives, and the general public.
- Maintain the upmost confidentiality of all applicants and resident information.
- Work independently in the absence of supervision.
- Understand and implement oral and written instructions, and make sound decisions.
- Follow policy and adhere to procedures.
• Establish and maintain effective working relationships with those contacted in the course of work.
• Communicate clearly and concisely, both orally and in writing.
• Operate a personal computer using various Windows-based applications and related programs, including standard, as well as proprietary software.

EDUCATIONAL/CERTIFICATION REQUIREMENTS

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

- High School Diploma and;
- Associates Degree or equivalent with a major in Business Administration, Social Sciences, or a related field is desirable;
- Two (2) years of full-time, increasingly responsible clerical/administrative experience and extensive customer service experience.
- Must have at least one (1) year experience in on-site property management in the affordable housing arena, especially with tax-credit properties.
- Preferred Certificates: Tax Credit Certification, Public Housing Eligibility.

PHYSICAL DEMANDS ON THE POSITION

Essential and marginal functions (may) require maintaining physical condition necessary for sitting and standing for prolonged periods of time in indoor office environment. Must have vision to read printed material and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Must stoop, kneel, reach, stretch, bend, pull drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects up to 25 – 50 lbs. with the use of proper equipment. Have excellent hand strength and the manual dexterity to operate keyboard equipment.

Special Requirements:
• Must have access to an automobile or other means of transportation, when and if required to travel on Housing Authority business.
• Must possess current automobile insurance in accordance with California law and, a valid California driver’s license, including a driving record acceptable to the Housing Authority insurance Company.
• Must be insurable by the Housing Authority’s insurance carriers.
• Bilingual/bi-literate skills in English and Spanish required, with the ability to translate documents from English to Spanish, and Spanish to English, and deal with the public effectively and courteously.
• 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.

MUST SUBMIT A COMPLETED APPLICATION, AND IF OFFERED THE POSITION, YOU MUST SUBMIT A DISCLOSURE FORM, AND DRIVER RECORD FORM TO BE CONSIDERED FOR POSITION

FILING DEADLINE 4 pm August 1, 2016

Updated 6/29/16