

HOUSING PROGRAM ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS:

This position, while responsible for the performance of clerical support functions for the Section 8 program, has primary responsibility for the assignment of a specialized function which involves independent decision-making and accountability, e.g. inspection process, portability reviews. This position acts as a technical resource person for a specific function of the Section 8 unit, answering questions which others in the office would not have the training to address. Work is performed independently under prescribed guidelines, with unusual or precedent changing problems referred to the attention of the Recertification Specialist. Supervision may be exercised over subordinate clerical employees.

TYPICAL WORK ACTIVITIES:

1. Accepts and assists in the filling out of applications for tenancy;
2. Investigates prospective tenants by interviews with them;
3. Reviews portability requests and makes all administrative arrangements regarding requests of all Section 8 tenants moving in and out of the city;
4. Reviews eligibility of applicants for occupancy and formulates a recommendation of approval or rejection of tenant application;
5. Assists in the annual recertification of tenants; meet with tenants to verify information;
6. Makes determinations on amount of rent to be charged by consulting promulgated guidelines;
7. Receives and processes all lease approvals for initial and pre-qualification inspections;
8. Determines which checks will be held monthly for incomplete violations, and mails notifications to the landlord;
9. Coordinates all Section 8 inspections;
10. Investigates and gathers information concerning claims for damages and determines validity of claim;
11. May accompany Recertification Specialist on field inspections;
12. Does related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the social conditions facing the economically disadvantaged; good knowledge of office terminology, procedures and equipment; good knowledge of interviewing techniques; working knowledge of software packages for word processing to produce a variety of reports and correspondence and for spreadsheets and database management to track information; computational skills to calculate rents and damages and to monitor unit activity; ability to learn and interpret Public Housing Law and Codes in order to speak knowledgeably and with authority about program functions; ability to act independently in carrying out the daily functions of a program; ability to meet with and interview a variety of people; ability to communicate effectively both orally and in writing; ability to gather, compile and evaluate information and records, prepare reports and make recommendations based on an analysis of data collected; good powers of observation; patience; tact; courtesy; good judgment; physical condition commensurate with the demands of the position.

HOUSING PROGRAM ASSISTANT (Cont'd)

MINIMUM QUALIFICATIONS:

- EITHER: (A) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree and one year of full-time general office experience which involved keyboarding and extensive public contact;
- OR: (B) Graduation from high school or possession of a high school equivalency diploma and three years of full-time general office experience which involved keyboarding and extensive public contact;
- OR: (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

SPECIAL REQUIREMENTS:

1. An appointing authority may require a valid driver's license.
2. Candidate must indicate keyboarding ability, i.e. courses in typing or keyboarding work experience.

HU4311

ADOPTED: 03/01/96

REVISED: 10/01/96 10/31/97