

## CLASSIFICATION SPECIFICATION



**CLASSIFICATION:** Housing Specialist  
**ALLOCATION:** Community Development & Services Agency  
**FLSA STATUS:** Non-exempt  
**UNION AFFILIATION:** YCEA

**ESTABLISHED:** Circa 1996  
**REVISED:** February 2011

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### **JOB SUMMARY:**

Under general supervision, perform technical and specialized site inspections of proposed living units, eligibility determinations for applicants in low-income housing programs such as Section 8, office support work to provide rental assistance to low-income persons; and perform related work as assigned.

This is the entry level in the housing assistance series.

### **CLASS CHARACTERISTICS:**

This position reports directly to Housing & Community Services Manager and may receive lead direction from Senior Housing Specialist. This class is distinguished from Senior Housing Specialist in that the latter is the lead and/or specialist level in this series, performing the most difficult, complex and sensitive case management activities, and training housing staff in new and revised procedures. This class is further distinguished from Housing & Community Services Manager in that the latter has overall supervisory, management and budgetary responsibility for housing and related community services programs.

### **EXAMPLES OF DUTIES:**

#### **Essential:**

- Assist individual clients and property owners in completing forms and applications for housing assistance programs in accordance with federal, state and county laws, regulations and policies.
- Determine initial and ongoing eligibility for Section 8 and other housing assistance programs; verify income and other information required for client eligibility.
- Perform inspections of rental housing, following a standardized format, for safety and apparent code compliance for properties included in the Section 8 and other low-income housing support programs.
- Provide program information to owners related to rent support program benefits and requirements; negotiate acceptable rents and required repairs with owners.
- Compute housing and rental assistance payments; prepare leases, contracts, correspondence, and other notices.
- Provide tenant information through regularly scheduled briefing sessions.
- Prepare and process annual re-certification letters for owners and clients.
- Accept and account for payments over the counter for a variety of grant-funded programs.
- Make calculations and process owner checks; prepare, calculate and process forms to recoup overpayments.
- Enter and retrieve data using an automated computer system; establish databases; review reports for accuracy and make corrections as required.
- Research and assemble information from a variety of sources for the completion of forms or the preparation of reports.
- Prepare correspondence, reports, forms, contracts, and other written materials; proofread documents for accuracy, completeness, and compliance with departmental policies and regulations.
- Organize and complete work within specific time limits established by regulation and local policy; ensure documentation is completed and filed properly.

#### **Important:**

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Required to drive a motor vehicle for walk-through inspections and re-certifications.

## **EMPLOYMENT STANDARDS:**

### **Knowledge of:**

- Federal, State and local laws and regulations pertaining to housing assistance and community service programs, including Section 8.
- Policies, practices and procedures for determining program eligibility.
- Housing needs, social and economic programs and community resources available to low and moderate income families.
- Computer applications involving the design and management of databases or spreadsheet files and the development of special report formats.
- Mathematics sufficient to interpret client income and expense information and to calculate benefits within program guidelines.
- Business letter writing and the standard format for typed materials, including contracts.
- Techniques for dealing successfully with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.
- The structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Record keeping principles and practices.

### **Skill in:**

- Performing technical, specialized housing support work.
- Inspecting housing properties following established procedures.
- Implementing housing program policies, procedures and computer applications.
- Reading, interpreting and explaining rules, policies and procedures.
- Analyzing and resolving varied office and basic housing administrative problems.
- Organizing, maintaining and researching office files.
- Composing correspondence independently or from brief instructions.
- Compiling, reviewing and summarizing information and preparing periodic or special reports.
- Using initiative and independent judgment within established procedural guidelines.
- Organizing own work, setting priorities and meeting critical deadlines.
- Dealing successfully with a variety of individuals from various socioeconomic, ethnic and cultural backgrounds.
- Effectively using tact, patience, courtesy, discretion and prudence in dealing with those contacted in the course of the work.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

### **Ability to:**

- Give full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate and not interrupting at inappropriate times.
- Communicate information and ideas while speaking so others will understand.
- Communicate effectively in writing as appropriate for the needs of the audience.
- Interact with clients and establish and maintain a professional working relationship with them.
- Maintain composure, keep emotions in check, control anger, and avoid aggressive behavior, even in very difficult situations.
- Organize, plan and prioritize work, developing specific goals and plans to accomplish your work in a timely manner as established by regulations and local policy.
- Type at a rate of 35 net words per minute from printed copy.

**Physical Demands:** The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively

operate a keyboard and to write; stamina to maintain attention to details for extended periods of time; and the ability to sit or walk for prolonged periods of time.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

**Work Environment:**

- Generally a typical office environment.
- Will perform field or site visits.

**QUALIFICATIONS:**

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications the County reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures:

**Licenses and Certification:**

- Possess and maintain a valid California Class C driver's license within ten (10) days of employment.
- Typing Certificate: Min: Net 35 wpm. Typing Certificate must indicate result from a five (5) minute test of at least the minimum net wpm required.

**Special Requirements:**

- Must successfully complete an extensive and thorough background investigation which includes Live Scan fingerprinting prior to hire.
- DMV printout prior to hire.
- Must file statements of economic interest with the Yuba County Clerk/Recorder.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

**Education and Experience:**

**MINIMUM:** Graduation from high school and three years of general office support or administrative experience, which has included extensive public contact and explaining rules and regulations to the public.

**PREFERRED:** In addition to the minimum, two (2) years of college (60 semester units) with major course work in business administration, accounting or a related field and additional experience in rental property management, public assistance determination or a Community Services and Housing Authority Program.

**This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.**

Planning Department Approval:  
Wendy Hartman  
Date:

EEOC: F  
WC: 8810.1

Human Resources Approval: Iva Seaberg  
Date:

Signature: \_\_\_\_\_

Signature: \_\_\_\_\_