

## HOUSING SPECIALIST I

### **DEFINITION**

Under direct supervision, performs a variety of specialized technical work in support of the Housing Authority's programs and services, including eligibility determinations, leasing assistance, inspection notifications, landlord relations, income calculations, and ongoing client support; assists participants, landlords, and applicants with understanding housing programs and ensures compliance with applicable regulations; performs related duties as assigned.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervision from the assigned supervisor. May receive work direction and functional supervision from higher level staff. Exercises no supervision of staff.

### **CLASS CHARACTERISTICS**

This is the entry-level classification in the Housing Specialist series. Incumbents of this class perform assignments in accordance with established policies and procedures. Assignments are initially performed with close supervision and training. As experience is gained, incumbents perform duties more independently. This classification is distinguished from the Housing Specialist II classification in that the latter is expected to demonstrate a greater level of independence and decision-making regarding the functional area of assignment.

### **EXAMPLES OF ESSENTIAL JOB FUNCTIONS** (Illustrative Only)

*Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.*

- Performs leasing functions; explains housing programs to applicants, participants, and property owners; conducts landlord outreach; may notify tenants of their rights and responsibilities.
- Performs eligibility functions such as screens and interviews applicants; processes applications, determine program eligibility; issues vouchers to eligible applicants in housing assistance programs and may recertify participants to transfer.
- Conducts a variety of inspections including routine and special inspections; evaluates conditions to determine if they pose safety hazards or require monitoring;



communicates inspection results and correction deadline to property owners and tenants.

- Conducts comprehensive reviews of client files, including regular and interim reexaminations, to ensure eligibility determinations, rental assistance calculations, case management activities, and documentation are accurate, complete, and in accordance with Agency policies and procedures and applicable funding source rules and regulations.)  
Process portability paperwork for participants wishing to move in or out of the Housing Authority's jurisdiction.
- Researches participant histories, and related areas; prepares summaries and reports; ensures program compliance and integrity; investigates possible program violations and fraud; prepare hearing briefs to participate in the Informal Hearing process for terminations.
- Train and educate participants and applicants on procedures, systems, or software applications.
- Maintains and applies knowledge of applicable laws, regulations, Department of Housing and Urban Development (HUD) guidelines, and AHA's Administrative Plan, including Fair Housing and Limited English Proficiency (LEP).
- Responds to inquiries and explains program rules and regulations, investigates and resolves complaints and service-related issues; identify corrective action and coordinate with appropriate staff or resources; address tenant issues and provide referrals to various social service programs.
- Maintains various records databases, including electronic systems; enters, updates, and retrieves data; ensures data accuracy; participates in electronic document retention activities; performs other related technical functions.
- Collects, and reviews data and information for various records and reports.
- Assist with special projects or activities as assigned; collaborate with team members and contribute to shared responsibilities and workload.
- Provide coverage for other team members.
- Attends department and AHA meetings; participates in a variety of mandatory training activities; obtains housing certificates related to the assignment.
- Processes "Requests for Tenancy Approvals" including new unit creation, rent reasonableness determinations and calculations, reviewing property owner-provided documents, and prepares Housing Assistance Payment (HAP) Contracts.
- Reviews rent registers and verifies compliance with rent reasonableness requirements, affordability standards, and program guidelines; processes rent increases and contract rent adjustments; and performs lease rent negotiations.
- Conduct lease review and negotiations; ensures accuracy, compliance, and legality.
- Process rent increases and evaluate reasonableness using online tools; may negotiate rental amounts with property owners.
- Conducts Program Violation Conferences with participants; determines if repayment agreement and/or program termination may be required; initiates and carry out termination procedures; may monitor repayment agreements or other term of ongoing program eligibility.
- Coordinates with other stakeholders, advocates, and outside agencies for services such as portability of benefits to other jurisdictions.

- May participate on special committees.
- Performs other related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of housing assistance and social service programs.
- Federal, state, and local regulations applicable to fair housing and local housing codes and guidelines enforced by HUD.
- Housing Authority policies, technical processes, and procedures.
- Methods and standards for conducting housing inspections and evaluate property conditions that may affect health and safety.
- Filing techniques, including indexing and cross-referencing methods.
- Principles and methods of data collection, recordkeeping, report preparation, and document production.
- Business letter writing and the standard format for reports and correspondence.
- Business mathematics and basic statistical techniques.
- Computer applications relevant to the work, including word processing, web design, database, and spreadsheet applications.
- Modern office practices and procedures, including the use of standard office equipment and software.
- Proper English usage, including grammar, spelling, vocabulary, and punctuation.
- Effective customer service techniques for working with the public, vendors, contractors, and staff.

### **Ability to:**

- Provide courteous, responsive, and professional customer service to diverse individuals.
- Exercise sound judgement and maintain confidentiality in handling sensitive information.
- Interpret, apply, and explain Housing Authority policies, procedures, and applicable housing regulations.
- Communicate effectively both verbally and in writing, including composing correspondence and reports.
- Follow oral and written instructions accurately.
- Compile, review, and analyze information to prepare records and reports.
- Conduct basic housing inspections and communicate results with owners and tenants.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize, prioritize and manage time effectively to meet deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with colleagues, program participants, landlords, and the public.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12th) grade (documentation of high school diploma or equivalent certification such as GED, will be required for hire) and three (3) years of responsible clerical experience involving public contact, telephones, recordkeeping, file maintenance, word processing, data entry, and document production in an office or social service setting. Experience working with assisted housing programs, social services programs, or property management is desirable.

**Licenses and Certifications:**

- If the assigned duties of the position include field inspections, possession of, or ability to obtain, a valid driver's license by time of appointment is required.

**PHYSICAL DEMANDS**

This position requires the ability to perform essential job functions in a standard office environment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

Must possess mobility to work in an office setting, including the use of standard office equipment such as computers, copiers, and telephones. Visual acuity is required to read printed materials and computer screens. Hearing and speech abilities are required to communicate effectively in person and by telephone.

Work is primarily sedentary though it may require standing and walking between work areas. Finger dexterity is needed to operate a computer keyboard and other office equipment, and to input and retrieve data accurately.

The position may require reaching, bending, stooping, kneeling, pushing, and pulling to access files or supplies. Certain assignments may involve fieldwork, including housing inspections which may require operating a motor vehicle, climbing stairs, and navigating various property conditions. Employees must be able to document inspection findings using written or electronic methods. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**ENVIRONMENTAL ELEMENTS**

Employees typically work in a standard office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. The position requires frequent interaction with the public, tenants, landlords, and other stakeholders, including individuals who may be upset or in stressful situations, while interpreting and enforcing program and/or departmental rules and policies. Some assignments may require fieldwork in and around residential houses and buildings. Employees performing field inspections may be exposed to variable environmental conditions such as loud noise levels, cold or hot temperatures, inclement weather conditions, animals, insects, physical, mechanical, and/or electrical hazards, and hazardous physical substances and fumes.