

Position Title: HOUSING ASSISTANT / INTAKE SPECIALIST
Status: Non-Exempt Administrative

Salary Range:

Hourly:	Bimonthly:	Monthly:	Annually:
\$14.11– \$18.41	\$1,222.87 - \$1,595.53	\$2,445.73 - \$3,191.07	\$29,348.80 - \$38,292.80

CLASSIFICATION PURPOSE AND DISTINGUISHING CHARACTERISTICS

To assist eligible applicants obtain affordable rental housing in accordance with Federal, State, and local housing regulations; and to perform related work including limited field work. This is the entry-level position leading to the Housing Specialist series.

Housing Assistant is a paraprofessional position performing a variety of technical work requiring the interpretation and application of federal, state, and local housing program rules and regulations such as determining applicant program eligibility and determining applicant’s eligibility for voucher assistance. Because GCHA is a “Small Agency,” this job description incorporates a range of functions including general clerical, receptionist and waiting list maintenance.

EXAMPLES OF DUTIES

The examples of functions listed in this class specification are representative but not necessarily exhaustive or descriptive of any one requirement of this level. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment for the position. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.

Essential Functions:

- Performs clerical work, interviews applicants, determines applicant eligibility, notifies applicant of outcome.
- Responsible for maintaining the Waiting List for all programs, including monthly reports, ensuring accuracy, updating annually.
- Determines applicant’s eligibility before assigning file to a Housing Specialist.
- Updates information into computer; explains conditions of occupancy; performs various leasing and occupancy functions; establishes and maintains various files; and compiles and prepares statistical reports.
- Prepare client-briefing packets for Section 8 eligibility interviews in accordance with instructions from housing specialist(s.)
- Be knowledgeable of Section 8 HCV and PBV, Valley Senior Housing, Silt Senior Housing and Affordable Housing Program policies.
- Perform general clerical duties in support of the staff and the Director.
- Monitor office supplies in stock and order additional or replacement supplies as needed, within the budget.
- Maintain a general knowledge of program regulation and guidelines.
- Complete other tasks as assigned by the Director.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: Federal, State, and local housing rules, regulations and programs to include rental assistance programs for low-income households; Landlord/tenant rights and responsibilities; modern office methods, practices and equipment; ability to keep financial and statistical records; ability to do clerical work of average difficulty, including accurate mathematical calculations; ability to greet the public with courtesy; to maintain cooperative working relationships with other employees; conduct public interviews wherein the tactful extraction of personal information is required to determine eligibility for housing-assistance programs.

Skills and Abilities to: Understand and follow prescribed procedures and adhere to policy and procedures; write clearly and neatly; use tact; and possession of an inherent appreciation of public service. Research, compile, and analyze information for compliance with policies, rules, and regulations; Analyze and interpret personal and financial data and draw logical conclusions. Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations that require a high degree of sensitivity, tact, and diplomacy; Treat GCHA employees, representatives of outside agencies and members of the public with courtesy and respect; Assess the customer’s immediate needs and ensure customer’s receipt of

needed services through personal service or making appropriate referral; Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations

Desirable Qualifications: Communicates Effectively, Knowledge Worker, Customer Focused, Values and Respects Others, Teamwork and Collaboration, Continuous Learning, Demonstrates Ethical Behavior, Supportive of Change. Bilingual Spanish preferred.

Education and/or Experience: Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Computer experience.

Note: Possession of a public housing certificate or diploma sponsored by one of the Public Housing specific training organizations such as Nan McKay, National Association of Housing and Redevelopment Officials (NAHRO), Nelrod, or NeighborWorks America will be required within one year of employment

REQUIRED LICENSES, CERTIFICATIONS OR REGISTRATIONS AND SPECIAL NOTES

License: A valid Colorado Class C driver’s license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this position may occasionally be required to use their own vehicle.

Certification/Registration: HCV Eligibility and USDA RD housing eligibility. Annual Fair Housing Training.

Working Conditions: Travel throughout the County, may perform fieldwork in inclement weather, and may assist in the inspection of unsanitary dwellings.

Essential Physical Characteristics: The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.

Continuous: upward and downward flexion of the neck. **Frequent:** sitting, repetitive use of hands to operate computers, printers and copiers. **Occasional:** walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

Background Investigation: Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and date of occurrence. Prior to appointment, candidates will be subject to a background investigation.

PROBATIONARY PERIOD AND CLASS HISTORY

New hires or incumbents appointed to this position shall serve a probationary period of 6 months.

Revised: March 5, 2015

Employee Signature

Date