

HOUSING AUTHORITY AIDEDEFINITION

Under immediate supervision, performs a variety of tracking, scheduling, and program control activities related to Housing Authority inspections. Performs data entry and analysis, along with difficult and responsible clerical work.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Schedules initial and follow-up inspections for Housing Authority Staff, and reviews completed inspection reports for completeness, accuracy and conformance with Housing Authority and HUD (Housing and Urban Development) requirements. Maintains a database to manage inspection schedules, which include notification and completion of inspections. Gathers, processes and analyzes data supplied by other Housing Authorities in Orange County (under the "Mobility" program) for clients moving in or out of Santa Ana. Prepares reports, records, documents, and a variety of other material frequently involving a high incidence of statistical content and technical terminology. Composes routine correspondence. Assists public in person and by telephone by furnishing information, explaining and interpreting established policies, procedures and regulations, receiving and resolving or referring complaints, and conducting a variety of inspection-related transactions. Operates a personal computer using specialized Housing Authority software. Performs other functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This class performs difficult and complex clerical activities, using specialized Housing Authority software and requires the ability to make certain judgements independently and with minimal supervision. These judgements and actions are predicated upon knowledge of Housing Authority procedures and rules that are generally learned on the job. An incumbent who is successful in this class may enter the Housing Specialist series but would not be considered a promotional candidate.

RECOMMENDED MINIMUM QUALIFICATIONS

Varied office clerical experience including significant public contact, preferably in a Housing Authority, supplemented by college course work in human services, sociology, psychology or a related field or any equivalent combination of education, training, and experience which provides the following knowledge, skills and abilities.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of: an understanding of HUD Section 8 Rental Assistance Program with specific knowledge of housing laws, policies, quality standards, data analysis, and inspection, scheduling techniques is desirable. Modern office practices, procedures, equipment and clerical techniques.

Skill in: use of a personal computer and other office equipment.

Ability to: learn specialized Housing Authority software and reporting requirements, type from clear copy; learn how to maintain specialized databases; understand and carry out moderately complex oral and written instructions; perform assignment with minimal supervision; learn, interpret and explain specific Housing Authority regulations, policies and procedures; maintain complex confidential records, and prepare reports from a wide variety of source documentation; use correct grammar and spelling; make accurate and rapid computations and comparisons; work effectively with city employees and the public in situations requiring tact and poise.

DESIRABLE CHARACTERISTICS

Successful performers are well-organized self-starters, highly skilled in personal computer usage, scheduling, and public contact. When dealing with the public, they are pleasant, courteous and helpful even when responding to complaints. They are also efficient, detail-oriented, and enjoy a fast paced, productive environment.

Class title established per Council Resolution No. 2001-085,
effective 11-16-01

Class specification prepared and approved via Roger Lubin Study 08/01

Reviewed: 08/08

ADA Approved: 01/02, 08/08