

HOUSING AUTHORITY INTAKE SPECIALISTDEFINITION

Under general supervision, assists technical and professional staff who administer the Section 8 Rental Assistance and other housing programs.

ESSENTIAL FUNCTIONS INCLUDE BUT ARE NOT LIMITED TO

Assists in screening applications and other related documents required to determine eligibility to participate in rental assistance programs. Assists with off site eligibility presentations. Maintains wait list applications and participant files according to HUD regulations and established policies and procedures. Maintains database and information pertaining to Section 8 Rental Assistance and other housing programs. Provides information and eligibility requirements regarding Section 8 Rental Assistance and other housing programs to the public, on site and off site. Ensures that required documentation is included in the files. Sorts and files materials alphabetically, numerically or by predetermined systems. Looks up information and documents in files; records information and duplicates materials. Assists staff with periodic large volume mailings. Compiles, sorts and tabulates data according to detailed verbal or written instructions. Types labels, lists, letters and forms where typing speed is not critical. Performs other related functions as assigned.

DISTINGUISHING FEATURES OF THE CLASS

This entry-level, administrative support classification begins the housing series and provides assistance to the para-professional Housing Specialists who administer the Section 8 Rental Assistance program. Housing Authority Intake Specialists have first contact with clients and receive/review eligibility information but, unlike Housing Specialist I's, do not verify income data nor handle the more complex discussions concerning eligibility for program participation. This class also has the greater involvement in the clerical and record-keeping duties of the division, specifically the maintenance of the computer database and hardcopy wait list and participant files.

RECOMMENDED MINIMUM QUALIFICATIONS

One year experience involving substantial public contact, including six months experience using personal computers in an office environment. College level coursework in psychology, counseling, human services, business or public administration or other related subjects may be used in combination with experience to meet the necessary qualifications, or any equivalent combination of training and experience which provides the following knowledge, skills and abilities:

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

General Knowledge of: Section 8 Rental Assistance and other housing programs; pertinent regulations, and documentation requirements; computer applications and software programs; modern office practices and clerical techniques; local community resources and services having programs designed to assist individuals/families to locate housing. Knowledge of Nan McKay Software is preferred.

Skill in: use of a personal computer.

Ability to: learn, interpret and explain State and Federal housing programs guidelines; communicate clearly and concisely both orally and in writing; maintain files and detailed records; input data accurately and maintain database; establish and maintain effective working relationships with people of varying socio-economic and cultural backgrounds including staff, participants, landlords and the public.

SPECIAL REQUIREMENT

Must possess and retain a valid California Class C Driver's License.

SPECIAL WORKING CONDITIONS

Willingness and ability to work irregular hours, including evenings and weekends as needed.

DESIRABLE CHARACTERISTICS

The successful performer is courteous, tactful and enjoys working with individuals of all ages, from varied cultural and socio-economic backgrounds. This team player is well organized and detail oriented, and is equally effective in a support role or as a lead in assigned projects.

Class title established per Council Resolution No. 97-028,
effective 7-1-97

Reviewed per Roger Lubin study 08/01

Reviewed: 08/08

ADA Approved: 6/97, 08/08