



**CITY OF LONG BEACH
CLASSIFICATION SPECIFICATION**

TITLE: HOUSING ASSISTANCE COORDINATOR

DEFINITION: Under direction, supervises personnel and/or coordinates activities in the federal Section 8 Rental Assistance Program and/or other housing assistance programs under the Housing Authority.

REPORTS TO: Housing Assistance Officer

EXAMPLES OF DUTIES:

- Researches current and proposed federal laws and guidelines for housing assistance programs and recommends changes to policies and procedures for compliance and to enhance productivity and customer service;
- Troubleshoots, participates, or advises in the most difficult cases involving eligibility, rent, and placement determinations;
- Acts as liaison with the community and maintains communication with owners of assisted housing units, assisting them with concerns related to their participation in housing assistance programs;
- Receives and resolves the most difficult complaints from applicants, tenants, owners, and other citizens regarding housing assistance programs;
- Recommends procedures to enhance productivity and the level of service to the public;
- Prepares cases for Hearing Officer;
- May train, supervise, and evaluate the work of personnel assigned to housing assistance programs under the Housing Authority;
- May supervise or conduct briefing sessions for various housing programs;
- May serve as Hearing Officer for applicant grievances;
- May prepare or coordinate preparation of reports for submission to the U.S. Department of Housing and Urban Development (HUD);
- May work closely with Housing Ombudsman to resolve complex matters and disputes between owners and tenants;
- May provide or coordinate most unusual client services as required because of a disability or situation;
- May represent the Housing Authority;
- May make presentations at community meetings;
- Performs other related duties as required.

MINIMUM REQUIREMENTS:

A combination of training and experience substantially equivalent to four years of college in a business or social science-related field and two years of increasingly responsible work in occupancy and/or property management activities, preferably for a public housing agency;

Knowledge of HUD regulations regarding the Section 8 Rental Assistance Program, including interviewing, inspecting, and reporting requirements;

Skills and knowledge to effectively supervise and communicate with all types of persons, often under adverse conditions;

Ability to communicate effectively, both orally and in writing;

A valid California Class C motor vehicle operator's license.

HISTORY:

- Revised: 12/11/80, 5/10/88, 2/28/96, 3/12/97
- Consolidated Property Management Specialist II into classification: 11/29/2000
- Title changed from Occupancy Supervisor: 3/12/97
- Occupancy Supervisor title established: 7/1/76
- Approved/Adopted: 11/29/2000