

**TITLE: HOUSING SPECIALIST I-III**

**DEFINITION:** Under supervision, performs increasingly more complex activities in the federal Section 8 Rental Assistance Program and/or other housing assistance programs under the Housing Authority.

**REPORTS TO:** Housing Assistance Coordinator and/or Housing Assistance Officer

**DISTINGUISHING CHARACTERISTICS:**

Grade Level I - Journey level position that supports functional areas such as intake, occupancy, special programs, inspections, leasing or program integrity and performs all tasks in the determination of initial eligibility or continued occupancy while training with a Housing Specialist II, III or higher and is under intensive supervision for all work performed. Must meet a 92% accuracy rate in the application of regulations and policy, file construction, processing deadlines, and rent calculation per HUD SEMAP standards for high performing agencies.

Grade Level II - Under general supervision executes the federal regulations and local policy associated with federally subsidized rental assistance programs. Is responsible for an assigned caseload or area in the initial determination of eligibility, continued occupancy, special programs, inspections, leasing or program integrity. Responsible for basic reporting, interviewing for program compliance and integrity and conducting briefings. Is certified by an industry association as a housing specialist, is current with assigned caseload or area and has accuracy rate of 95% or higher in the calculation of rental subsidy and caseload management.

Grade Level III - under limited supervision executes the federal regulations and local policies associated with all federally subsidized rental assistance and housing authority programs, performs the most complex activities in the classification such as portability, financial reconciliation, advanced rental calculation, investigations and reporting. May serve in a lead capacity, train staff, conduct peer reviews or perform special projects. Works closely with external partners and other public housing authorities.

**EXAMPLES OF DUTIES:**

- Interviews applicants for initial eligibility and advises them of applicable rules, policies, and procedures governing eligibility and occupancy;
- Researches and verifies eligibility information including that related to preference;
- Conducts special and interim interviews of tenants related to changes in household composition and income, or moves, including portabilities;
- Determines continued eligibility as required in accordance with established rules, policies, and procedures;
- Calculates tenant's rent payment and housing assistance payment;
- Manages assigned caseload;
- Performs data entry for an automated record keeping system;
- Studies and reviews violations of tenant obligations and responsibilities;
- Prepares analyzes and presents reports;
- Responds to correspondence;
- Conducts group and individual briefing sessions and presentations for new participants,

- and/or stakeholders;
- Researches possible fraud cases and makes recommendations;
- Deals with and resolves difficult problems and issues that involve owners and/or tenants;
- Inspects prospective and assisted housing to ensure conformance with HUD standards and determines necessary corrections;
- Determines rents in accordance with HUD guidelines and discusses rents with landlords;
- Processes claims for unpaid rents, damages, security deposit guarantees, and vacancy losses;
- May conduct interviews and briefings at the homes of tenants when necessary;
- May represent Housing Authority in small claims or other court cases;
- May serve in a lead capacity;
- May carry out special studies related to Housing Assistance Programs, policies, and procedures;
- May coordinate a particular assignment for the Occupancy section; and
- Performs other related duties as required.

**MINIMUM QUALIFICATIONS:**

Two years of increasingly responsible experience providing services to the public, particularly low-income individuals, in fields such as public housing, public health, vocational guidance, social service, or property management.

Willingness and ability to participate in a City paid training and obtain certification in Housing Choice Voucher Specialist prior to the completion of probation (if not already obtained).

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Ability to understand and operate computers and complete various calculations accurately with a calculator or computer software;
- Ability to comprehend written information, deal tactfully and effectively with the general public, and
- Effectively communicate orally and in writing.

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

Willingness to work overtime, weekend and/or holiday hours.

**HISTORY:**

- Revised: 10-8-7, 9-20-93, 7-22-88, 3-2-81, 6-27-80, 3-3-2021
- Title changed from Occupancy Specialist I/II/III and consolidated Property Management Specialist I into Grade Level III: 11/29/2000
- Grade level III added: 10/1/96
- Title changed from Tenant Interviewer I & II: 7-21-88;
- Grade levels I & II added to Tenant Interviewer: 7-1-87
- Tenant Interviewer established: 7-1-76
- Approved/Adopted: 11-29-2000