HOUSING ASSISTANCE REPRESENTATIVE

DISTINGUISHING FEATURES OF THE CLASS: These duties involve responsibility for assisting tenants in applying and establishing eligibility for participation in rental assistance programs. The Housing Assistance Representative is also expected to publicize the programs and encourage participation of both owners and tenants. The work is performed under the general supervision of the Executive Director with some latitude permitted for the exercise of independent judgment in carrying out work assignments. Does related work as required.

TYPICAL WORK ACTIVITIES:

-Interviews applicants to determine eligibility for rental assistance;
-Assists clients in completing applications and in obtaining proof of income and age, if needed;
-Processes applications for rental assistance in accordance with established policies and guidelines;
-Determines amount of rental assistance eligible families are entitled to;
-Provides information to property owners and tenants as to their rights and responsibilities under the rental assistance program;
-Collects rents and writes receipts;
-Posts monthly prepaid rents and monthly rent rolls;
-Processes paperwork and obtains necessary documentation to report changes in family size or income, rent increases, or family relocations;
-Provides information and referral services to clients regarding resources to solve financial or social problems;
-Performs annual re-certification of eligibility for rental assistance;
-Maintains records and prepares required reports;
-Performs other duties as directed in areas such as housing rehabilitation or relocation.

Full Performance Knowledge, Skills, Abilities & Personal Characteristics:

Working knowledge of social services, health-related and financial resources available to local residents; working knowledge of interview techniques; ability to acquire a working knowledge of laws, regulations, and policies pertaining to rental assistance and related programs; ability to establish and maintain effective working relationships with others of varied social, economic, and educational backgrounds; ability to maintain records and prepare reports; ability to type at a reasonable rate of speed; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school of possession of a high school equivalency diploma AND

Either (A) An Associate Degree in business, human services, political science or a related field;

Or (B) Two years of full-time paid experience in community relations, community organization, social services or property management work which must have involved direct contact with the public;

Or (C) An equivalent combination of training and experience as defined by the limits of (A) and (B) above.

Competitive Class

Adopted CSC action 08/05/1986