

**YOLO COUNTY HOUSING  
HOUSING SPECIALIST I/II  
NON-EXEMPT**

**HOUSING SPECIALIST I  
HOUSING SPECIALIST II**

*Class specifications are intended to present a description list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

**DEFINITION**

To perform a variety of tasks of the rental and assisted housing programs, including LIPH and HCV; to conduct eligibility interviews and process applications, leases, contracts, and terminations, conduct annual re-exams and interims, perform property management functions and internal monitoring, process a variety of correspondence and documents; and perform a variety of duties in assigned area of responsibility.

**SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the assigned Program Supervisor and/or Housing Programs Manager.

**ESSENTIAL FUNCTION STATEMENTS**

*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

1. Receive, review and process applications for housing assistance; determine eligibility within established guidelines; conduct credit, criminal and reference checks as required.
2. Establish and maintain wait lists for housing programs; notify applicants of housing availability.
3. Coordinate and conduct housing program briefings and/or unit walk through; explain program rules, regulations and requirements to applicants; issue vouchers or prepares leases for program participants.
4. Explain housing program requirements, rules and regulations to clients, customers, and/or rental property owners; negotiate property rates; make adjustments as required.

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5. Calculate rent payments using established guidelines; reduce or increase rent and rent subsidies; process leases, extensions, contracts and terminations.
6. Process a variety of actions for housing program applicants, including transfers from other authorities and agencies as appropriate.
7. Prepare, process, and maintain a variety of notices, claim forms, reports, records, logs and files; schedule appointments and interviews.
8. Provide referral services to tenants regarding available community resources and available housing; work with other agencies to certify assistance for families.
9. Provide assistance in tenant and/or landlord dispute resolution.
10. Develop, maintain, and adhere to an annual budget for assigned public housing units (AMP); this includes mid-year review, adjustment to line items and re-submission for approval by the Program Supervisor and Finance Director.
11. Provide direction to assigned maintenance personnel; approve purchased items; and process all work orders in computerized system for rental properties.
12. Submit all purchase orders, invoices, and other required documents to accounts payable in a timely manner.
13. In accordance with Government Code 3100, perform the duties as disaster services worker as assigned in the event of a declared disaster or state of emergency by the Yolo County Housing Executive Director, Yolo County OES and/or the State of California DHS.
14. Perform all duties in a safe and conscientious manner following the YCH Injury Illness and Prevention Guidelines, reporting all injuries within 24 hours to your supervisor or member of the management team; reporting any safety concerns to your supervisor, member of the management team, or member of the YCH safety committee.
15. Abide by the YCH Risk Control Policy Statement assuring the highest level of safety and well being of residents, tenants, employees, volunteers and visitors, abiding by all applicable laws and regulations which govern the health and safety of all, and employing risk control methods where feasible to prevent and control losses. Report any observed or reported health, safety, and risk concerns to your supervisor, a member of the management team, or member of the YCH risk control committee.
16. Perform related duties and responsibilities as required and/or assigned.

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## **QUALIFICATIONS**

### **Knowledge of:**

- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.
- Office procedures, business mathematics application, computer office equipment and procedures, and statistical recordkeeping methods.
- Basic interview techniques.
- Common administrative terminology and standard YCH correspondence and report format.
- Application of filing, indexing and cross-referencing methods.
- Operation of standard office equipment.
- Basic HUD and YCH organization rules and regulations, including housing program principals, policies, and procedures.
- Pertinent Federal, State, and local codes, laws, and regulations.
- Principles and procedures of record keeping, reporting, and filing systems.
- Methods, practices, and implementation of managing caseloads.
- Methods, procedures, and practices of public sector entities and organizations.
- Principles and practices of asset management and voucher processes.
- Principles, practices and regulations of California property management.
- Operations, services, and activities of a building and grounds maintenance program.
- Team management and leadership principles.

### **Ability to:**

- Interpret government regulations, interact with and provide services to the general public.
- Establish and maintain effective working relationships with those contacted in the course of work.

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- Communicate clearly and concisely, both orally and in writing.
- Operate a personal computer using various applications and related programs, including standard, as well as proprietary software.
- Deal diplomatically and sensitively with clients, other agency representatives, and the general public.
- Respond to requests and inquiries from tenants and the public.
- Maintain confidentiality.
- Follow policy and adhere to procedures.
- Explain Federal, State, and local codes, laws, and regulations.
- Drive from site to site.

#### **Experience and Training Guidelines**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain knowledge and abilities would be:*

#### **Experience:**

- High School Diploma or GED **and**;
- Associates Degree plus one year clerical experience in a governmental or public agency setting **or**;
- Bachelor's Degree is desirable; **or**;
- Three (3) years of full-time, increasingly responsible experience in a position involved in the provision of community or housing services programs or work in a property management environment; **and**;
- Possess a valid Public Housing or HCV Certificate or obtain such certification within six months of appointment of the classification; **and the knowledge of**
- Methods and techniques of conducting interviews, application processes, reviewing and interpreting rules and regulations, presenting information verbally and/or in writing, and performing mathematical calculations.

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**Training:**

The general distinction between the Housing Specialist I and II positions are summarized as follows:

	<b>Housing Specialist I</b>	<b>Housing Specialist II</b>
Experience	1-3 years clerical experience in a public housing authority, public agency or governmental setting.	3+ years experience as a Housing Specialist I
Education	Associates degree (experience can be substituted for education)	Bachelor’s degree  Associate degree plus one year experience as a Housing Specialist I  Combination of education and experience equivalent to 3+ years.

**Physical Demands:**

Essential functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time in both indoor office and external housing environment. Have the hand strength and manual dexterity to operate keyboard equipment. Must be able to stretch, bend, and lift up to 25 pounds and climb stairs. Reasonable accommodations for physical requirements will be considered and made on a case-by-case basis. Requests for reasonable accommodations can be made to your supervisor or the Human Resources.

**Special Requirements:**

- Must have access to an automobile or other means of transportation, when and if required to travel on YCH business.
- Must possess current automobile insurance in accordance with California law and, a valid California driver’s license, including a driving record acceptable to the YCH insurance company.
- Must be insurable by YCH insurance carriers.

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- Be available for emergency call-back to assigned facilities as a disaster service worker.
- Provide required proof of legal right to work in the United States.
- Employees in this classification will be required to pay monthly union dues.
- Public employees under Government Code 3100-3109 are required to perform duties as disaster service workers in the event of a natural, man-made, or war-caused emergency. To prepare for this service, employees in this classification code are required to complete, at a minimum, NIMS 100 Certification within their first year of employment.

*Yolo County Housing is an equal opportunity employer.*

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