

# Housing Assistance Technician

Dept/Div: *Housing Assistance*FLSA Status: *Non-Exempt*

## General Definition of Work

Performs intermediate skilled administrative support work providing clerical support to Housing Assistance department, running department specific reports, organizing, and verifying information, entering data, backing up administrative staff, and related work as apparent or assigned. Work is performed under the limited supervision of the Assistant Housing Assistance Director.

## Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

## Essential Functions

- Serves as the administrative support for the Housing Assistance Department.
- Provides support for participants and property managers related to housing assistance programs; responds to inquiries related to program software access and utilization; and assists with the submission of required documents.
- Organizes participant files, produces, and distributes reports for recertification; and generates rent reasonableness comparisons.
- Prepares public notices and information for participants and property managers.
- Generates program reports; reviews findings; corrects errors; and distributes information appropriately.
- Maintains waiting lists for Housing Choice Vouchers; sends out inquiry letters; and tracks respondents.

## Knowledge, Skills, and Abilities

Competencies required:

Some knowledge of real estate and property management; general skill serving program clients; some skill building strategic relationships: ability to display project management and organizational skills; ability to use standard computer equipment; ability to display proficient communication skills.

Other knowledge, skills and abilities required:

Some knowledge of the local, state, and federal, rules, regulations and manuals associated with housing assistance programs; general knowledge of standard agency policies, procedures, and guidelines; some skill compiling and presenting information regarding housing assistance programs to program participants and property managers; general skill operating standard office equipment and applicable hardware; thorough skill utilizing various Microsoft products such as Word, Excel, PowerPoint, Outlook, as well as Adobe Acrobat; some ability to read and interpret a lease or housing contract: ability to make arithmetic computations using whole numbers, fractions, and decimals; ability to compute rates, ratios and percentages; ability to navigate state and national housing websites and database systems. ability to maintain confidential data; ability to interpret data from income verification reports; some skill creating and maintaining applicable records, reports, and files; ability to establish and maintain effective working relationships with participants, property managers, similar agencies, staff, and the general public; ability to respect and relate well to people from varied backgrounds, understand diverse worldviews, and be sensitive to group differences; ability to see diversity as an opportunity, and challenge bias and intolerance.

## Education and Experience

High school diploma or GED and moderate experience in clerical work, or equivalent combination of education and experience.

## Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires sitting, reaching with hands and arms and repetitive motions and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, pushing

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or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires exposure to outdoor weather conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

### **Special Requirements**

Fair housing training within six (6) months.

Housing Choice Voucher Rent Calculations Certification within one (1) year.

Applicable Agency and department training necessary to meet the essential functions will be provided upon hire.