

**CITY OF CARLSBAD
CLASS SPECIFICATION**

JOB SERIES: **HOUSING SPECIALIST I
HOUSING SPECIALIST II**

DEPARTMENT: **HOUSING AND REDEVELOPMENT**

DISTINGUISHING FEATURES AND SUMMARY DESCRIPTION:

The Housing Specialist series assist eligible clients obtain affordable rental housing in accordance with federal, state, and local housing regulations; and to perform related work.

The **Housing Specialist I** is the entry level position in the series. Under immediate supervision, the Housing Specialist I is responsible for managing rental assistance contracts, investigating program abuse complaints and determining eligibility. The Housing Specialist I performs the more routine processing and analysis to predetermine eligibility. The Housing Specialist I may be reclassified to the Housing Specialist II after the department has determined that the incumbent has successfully managed a complex case load and established proficiency in the ability to interpret and determine Section 8 Rental Assistance Program eligibility requirements.

The **Housing Specialist II** is a journey level position. Under general supervision, the Housing Specialist II, performs special projects and programs, and may provide technical guidance and training to lower level staff. The class is the journey-level position in the series. The Housing Specialist II performs the full range of Section 8 Rental Assistance programs and all other federally mandated programs such as but not limited to Family Self-Sufficiency programs. Positions at the Housing Specialist II level are expected to perform independently under general guidelines in a paraprofessional role; and provide technical assistance and guidance to lower level staff in this area.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are typical for this job series. Incumbents perform some but not all of the listed duties and/or may be required to perform additional duties to meet the city's business needs and changing operating practices. Other duties may be required and assigned.

Housing Specialist I:

Interviews, certifies and advises applicants seeking admission to the housing program, and counsels tenants to ensure compliance with federal regulations and administrative policies.

Reviews all documents submitted by applicants and participants and processes applications.

Maintains documentation according to established program guidelines.

Verifies income, assets and other financial information as well as housing status through written inquiry or telephone contacts.

Makes computations to determine eligibility and recertifications.

Manages a Section 8 caseload; processes new leases, conducts annual recertifications and performs inspections.

Reviews and resolves complaints from tenants; conducts informal counseling to resolve complaints.

Prepares lease and contracts; calculates tenant and housing assistance portions of contract rent according to established program guidelines.

Advises tenants and property owners on their rights and responsibilities; including rent determinations, program regulations, administrative policies and other questions related to the housing program.

Prepares documents to process payments.

Assists in the preparation of special activity and statistical reports.

Inspects housing units to ensure compliance with established housing quality standards.

Performs related duties as required.

HOUSING SPECIALIST II:

Performs the duties of the Housing Specialist I in addition to:

Assists in the administration of Section 8 Rental Assistance Program and manages the more complex aspects of Section 8 program administration.

Reviews, investigates, negotiates, mediates and resolves sensitive and difficult complaints from property owners and tenants and conducts informal hearings.

Answers public inquiries and provides information related to the housing programs both orally and in writing.

Conducts applicant intake and briefing sessions.

Conducts workshops and makes presentations to owners and tenants about the housing program.

Conducts field inspections.

Maintains computerized records and databases on client and housing information.

Inspects housing units to ensure compliance with established housing quality standards.

Assists technical and clerical staff with program information or may lead others in the absence of the Housing Program Manager.

Assists the Housing Program Manager in monitoring workflow and reviewing and evaluating work products, i.e. preliminary review and approval of eligibility files, methods and procedures.

Conducts preliminary review of upcoming federal requirements and assists with the implementation of related policies and procedures.

Represents the department at outreach activities.

Performs other related duties as assigned.

JOB SERIES KNOWLEDGE AND ABILITIES:

Housing Specialist I:

- Knowledge of rules and regulations involved in HUD housing programs.
- Knowledge of landlord/tenant rights and responsibilities.
- Knowledge of housing quality standards for decent, safe and sanitary housing.
- Knowledge of housing agencies and their respective powers and responsibilities.
- Knowledge of interviewing techniques.
- Knowledge of legal terminologies.
- Knowledge of research methods of statistical data collection and analysis.
- Knowledge of record keeping and reporting procedures.
- Ability to complete complex forms accurately.
- Ability to work effectively with program applicants, tenants and property owners.

Housing Specialist II:

Knowledge and abilities of the Housing Specialist I in addition to:

- Knowledge of pertinent federal, state, and local housing laws, codes, and regulations.
- Knowledge of City of Carlsbad housing programs, policies and procedures.
- Knowledge of methods of statistical data collection and analysis.
- Knowledge of record keeping and reporting procedures and methods.
- Knowledge of basic mathematical principles.
- Ability to analyze and interpret, determine and apply federal, state and local laws, regulations, policies, and procedures relating to Section 8 Rental Assistance Programs.
- Ability to analyze situations accurately and adopt effective courses of action.
- Ability to prepare clear and concise statistical and narrative reports.
- Ability to develop methodology to monitor and track multiple priorities.
- Ability to maintain computerized databases and records as necessary.
- Ability to understand and carry out oral and written directions.
- Ability to effectively communicate both orally and in writing.
- Ability to establish and maintain effective work relationships.
- Ability to supervise, train and evaluate assigned staff.

JOB SERIES EDUCATION AND EXPERIENCE:

Housing Specialist I:

Equivalent to the completion of the twelfth grade, preferably supplemented by specialized secretarial or business training and one year of experience working with a HUD Section 8 program. The ability to communicate clearly and concisely in English and Spanish is highly desirable.

Housing Specialist II:

Experience and education required of the Housing Specialist I in addition to:

Equivalent to the completion of high school plus two years of college coursework or vocational training in a business related field or equivalent experience deemed qualifying, and three years of progressively responsible experience interpreting and determining the eligibility requirements in the Section 8 Rental Assistance Program.

A bachelor's degree in public administration or business and supervisory experience is highly desirable. Possession of a Section 8 training course certificate as issued by a HUD recognized agency is desirable and may be obtained during the first year of employment.

ESSENTIAL FUNCTIONS FOR ALL POSITIONS IN THE JOB SERIES:

The conditions below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals *with disabilities to perform the essential job functions*.

Language Ability:

- Requires ability to compare, count, differentiate, measure and/or sort, assemble, copy, record and transcribe data and information. Must be able to classify, compute, tabulate, and categorize data. Must be able to advise and provide interpretation to others on how to apply policies, procedures, and standards to specific situations. Needs to be able to use a variety of descriptive data and information such as: a variety of plans, resolutions, maps, reports, computer software operating manuals, procedures, guidelines, and routine correspondence.
- Must be able to communicate orally and in writing, clearly and concisely and in a non-technical manner with applicants and city personnel and the general public. Needs the ability to read, analyze, and interpret technical procedures, or governmental regulations. Must be able to write reports, business correspondence, and procedure manuals. Needs to effectively present information and respond to questions from groups of managers, clients, and the general public.

Mathematical Ability:

- Knows how to apply mathematics, including basic algebraic, plane geometric and trigonometric formulas. Must be able to demonstrate ability to calculate percentages, fractions, decimals, volumes, ratios, and spatial relationships. Needs to be able to interpret basic, descriptive statistical reports.

Judgment and Situational Reasoning Ability:

- Must be able to use functional reasoning and apply rational judgment when performing diversified work activities. Needs to be able to analyze data and information using established criteria in order to determine consequences and identify and select alternatives.

PHYSICAL REQUIREMENTS:

The conditions below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals *with disabilities to perform the essential job functions*.

- Needs to be able to operate equipment with some requiring rapid adjustments such as a computer keyboard and terminal printers, photocopier, calculator. Must be able to coordinate eyes, hands, feet and limbs in performing skilled movements such as rapid keyboard use.
- Functions may require sitting for prolonged periods of time; the ability to exert light physical effort involving lifting, carrying, pushing and pulling of files up to 20 - 30 pounds. Needs to be able to perform frequent downward or upward flexion or turning of the neck, fine finger dexterity and grasp to manipulate the keyboard, telephone, writing instruments, papers, books, manuals, and reports.
- Job entails standing, sitting, walking.
- Work environment is professional and both team and autonomy oriented. There is a need for paying attention to detail. Additionally, there is a need to be able to shift attention before tasks are completed to be able to balance user demands, telephone and other interruptions.
- Must be able to drive and maintain a California Class C Driver's license to drive to site locations for inspections and to see clients and meet with staff in other city facilities on a regular basis.

This classification specification does not constitute an employment agreement between the employer and employee and is subject to change by the city and the needs of the city and requirements of the job change.

The City of Carlsbad is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the city will provide reasonable accommodation to qualified individuals with disabilities and encourages both current and prospective employees to discuss potential accommodations with the employer.

DATE APPROVED: Aug. 5, 2008