

HOUSING ASSISTANCE CLERK 2

CLASS DESCRIPTION

General Responsibilities:

This is responsible advanced administrative work in the implementation of federally funded (i.e., Section 8) housing assistance programs, administered by the City. Under the general supervision of the Housing Assistance Supervisor, employees exercise considerable judgment and discretion in determining (client) eligibility, conveying program information and in carrying out assigned functions.

Examples of Duties and Responsibilities:

Provide leadership and specialized expertise to lower-level Housing Assistance Clerks. Schedule and conduct group orientations to advise potential clients of program requirements, rights and obligations. Process program applications and recertifications to determine eligibility (in conformance with Federal Section 8 program requirements). Interview program applicants and participants to gather relevant information. Accept or reject program applications. Terminate program participants for cause. Obtain and/or develop documentation necessary to support decisions.

Process certifications and recertifications (e.g. insure that proper verifications are included). Calculate contract rent to landlord, tenant's share, CDA's share and tenant's utility allowance in accordance with federal regulations. Coordinate tenant interviews and unit inspections. Insure that applicants/current tenants meet program regulations; and process transfers or terminations from the program. Process project-based vouchers (PBVs) for housing managed through another agency (e.g., YWCA). Process Section 8 Homeownership Voucher Program applications and work with lenders to complete requirements.

Participate in the development of work processes, administrative procedures and general program communications. Perform work audits of Housing Assistance projects. Process disbursements to landlords.

Maintain related records and files, and perform all pertinent calculations consistent with program requirements and operating procedures.

Communicate with prospective and current tenants and landlords regarding HUD guidelines and department policies governing acceptable housing units. Work to promote the objectives of the program by helping tenants identify and obtain suitable housing. Work to obtain rent changes (with landlords) in order to help units qualify for the program. Process acceptable rent on increases for tenants. Discuss with tenants, landlords and lenders their rights and obligations under the terms of program contractual agreements, especially in cases where eviction may be necessary. Testify in small claims court as appropriate.

Coordinate related clerical and inspection support activities as appropriate.

Perform related work as required.

QUALIFICATIONS

Knowledge, Skills and Abilities:

Considerable knowledge of office procedures, methods and equipment. Working knowledge of standard housing practices relative to tenant/landlord relationships. Ability to develop and maintain effective working relationships with a diverse socio-economic client group. Ability to communicate effectively both orally and in writing. Ability to effectively represent the program and the interests of program participants. Ability to interpret regulations and make decisions within prescribed policy. Ability to maintain accurate and complete financial records and track disbursements. Ability to organize work independently to meet mandated deadlines. Ability to make related mathematical computations. Skill in interviewing clients in order to gather pertinent information. Ability to compose correspondence. Ability to develop and maintain records consistent with program requirements. Ability to perform incidental typing as may be required. Ability to maintain effective working relationships.

Training and Experience:

Three (3) years of administrative and clerical experience which involved some independent responsibility for an office function (which involved significant interaction with the public, and interpretation/application of governing standards), including one year of experience comparable to Housing Assistance Clerk with the City of Madison. Such experience would normally be gained after graduation from high school or equivalent. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Necessary Special Qualifications:

Possession of a valid driver's license or the ability to meet the transportation requirements of this position.

Department/Division	Comp. Group	Range
Housing	20	12