



CLASS SPECIFICATION

CLASS TITLE: SENIOR HOUSING SPECIALIST

DEFINITION:

To organize, assign, and review the work of assigned staff engaged in housing assistance; to perform duties requiring specialized knowledge; and to provide technical support to an assigned supervisor.

DISTINGUISHING CHARACTERISTICS:

This is the advanced journey level class in the Housing Specialist series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including provision of technical and functional supervision and performance of advanced journey level activities. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED:

Receives direction from an assigned supervisor or manager.

Exercises technical and functional supervision over assigned Housing staff.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Plan, prioritize, lead, review and participate in the work of staff assigned engaged in housing activities including Section 8 rental assistance eligibility, occupancy, rent calculations, landlord/tenant concerns, and overall housing program implementation.
- Develop schedules and methods to accomplish assignments ensuring all work is completed in a timely and efficient manner.
- Participate in evaluating the activities of staff, recommending improvements and modifications.
- Provide or coordinate staff training; work with employees to correct deficiencies. Provide training to new and current staff on department and division processes and procedures.
- Respond to telephone, in-person and written inquiries and complaints from applicants, participants, owners, other Housing Authorities, and other persons; provide information and explain rules and procedures regarding housing programs.
- Support and lead various housing programs and process improvements including research and analysis of utility allowance, quality control, standard operating procedures, special purpose vouchers, and external programs.
- Provide oversight, direction and support to staff in the Supervisor's absence.
- Represent the City with dignity, integrity, and the spirit of cooperation in all relations with staff and the public.
- Foster an environment that embraces integrity, service, inclusion and collaboration.
- Be an integral team player, which involves flexibility, cooperation, and communication.

- Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.
- Perform related duties as assigned.

QUALIFICATIONS:

Knowledge of:

- Principles and practices of technical and functional supervision and training.
- Pertinent local, State, and federal rules, regulations and law, policies and procedures, advanced principles and practices of various housing assistance programs.
- Pertinent policies and procedures related to the organization and operation of the City, Division and outside agencies as necessary to assume assigned responsibilities.
- Modern office practices, methods, and computer equipment including relevant software programs.
- Oral and written communication skills; business English including vocabulary, spelling, and correct grammatical usage and punctuation.
- Safe work practices.
- Principles and practices of excellent customer service.

Ability to:

- Provide technical and functional supervision over assigned staff; effectively train staff.
- Interpret and communicate complex policies, rules and regulations related to housing programs, eligibility procedures, and financial information.
- Understand and carry out oral and written instructions and prioritize workload to meet deadlines.
- Read, write and comprehend the English language at a level necessary for effective job performance exercising correct English usage, vocabulary, spelling, grammar and punctuation.
- Communicate effectively, tactfully and positively in both oral and written form.
- Operate and use modern office equipment and technology, including computers and applicable software.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.
- Utilize appropriate safety procedures and practices for assigned duties.
- Perform the most complex duties related to eligibility determination for various housing assistance programs.
- Establish and maintain effective working relationships with those contacted in the course of work including colleagues, outside partner agencies, landlords, and program participants.
- Contribute effectively to the accomplishments of City goals, objectives and activities.

Education and Experience:

Any combination of education, experience, and training that would provide the best qualified candidates. A typical way to obtain the knowledge, skills, and abilities would be:

Possession of the equivalent to an Associate's degree from an accredited college or university with major coursework in business, management, social services, psychology or another field of study applicable to the responsibilities and requirements of this job class.

Three (3) years of progressively responsible experience performing comparable journey level duties in a housing services environment which requires interaction with individuals from diverse backgrounds. Experience providing indirect leadership is desired.

Special Requirements:

Possession at time of hire and continued maintenance of a valid California Class C driver's license is required.

Working Conditions:

Employment Type: Full-Time Classified

Bargaining Unit: NCEA

FLSA Status: Non-Exempt

Established: TBD