



CITY OF HAWTHORNE
HUMAN RESOURCES DEPARTMENT
HOUSING ASSISTANT
Class Specification
(Non-Classified)

DEFINITION

Under supervision, the Housing Assistant guides applicants through the eligibility process and file maintenance of the City Housing Programs; provides information, assistance and support to the Housing Department; and does related work as required

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following is a list of typical duties assigned to this classification. The duties included on this list are examples and not intended to be all-inclusive or restrictive.

- Interview potential clients, process applications, verify information for accuracy and completeness; determine program eligibility based on housing laws, established guidelines, practices and policies;
- Using established formulas and guidelines, compute subsidy or total tenant payment information;
- Provide potential clients, in writing, with program eligibility status information;
- Perform new and established client review of eligibility; review files and send out appropriate requests for updated and/or additional information required by the Housing program; research discrepancies and report on findings, both orally and in writing;
- Input client data into the computer database;
- Conduct oral briefings to explain such areas as housing programs' requirements, client rights and responsibilities;
- Conducts housing inspections;
- Process New Contracts, Annual Reviews, Rent Increases, Interims, Specials, and Terminations;
- Schedule Initial, Complaint and Annual Inspections and conduct home visits as required;
- Inspect work performed for compliance with applicable codes, ordinances and regulations, issuing correction notices for non-compliance;
- Assist in the preparation of cost estimates based on Work Write - Up reports;
- Investigate and follow - up on routine construction questions and complaints relating to the City Housing Program;
- Assist applicants on methods of acquiring bids for proposed property improvements, in accordance with program guidelines;
- Assist in the preparation and maintenance of reports and correspondence relating to year-end activities, complaints and other housing program projects;

- Research and compile financial information and data for inclusion in City Housing Program statistical and financial reports;
- Log, document, and record such activities as client's meetings; and telephone conversations, etc., for the purpose of reference and recall. Perform a variety of clerical duties, such as set up and maintenance of client files, eligibility records, and other related materials;
- Provide clerical support, client information and financial report information to the Housing Specialist as needed; and,
- Performs other duties as assigned and/or required

MINIMUM QUALIFICATIONS

Education, Training and Experience

- An Associate's degree from an accredited college or university ~~institution specializing~~ with major coursework in Public or Business Administration; and,
- One (1) year of experience with a housing authority or housing program.

OR

- Education requirement may be substituted with work experience in housing case management on the basis of year-for-year of the Associate degree requirement.

Licenses, Certifications and/or other Special Requirements

A valid Class C California driver's license is required with a safe driving record as defined by City policy.

Knowledge, Skills, and Abilities

- Knowledge of principles, practices and techniques in interviewing;
- Knowledge of operation of modern office equipment, practices and procedures, including automated and manual filing methods.
- Knowledge and proper usage of the English language and phraseology.
- Knowledge and ability to proficiently use various computer software programs, such as spreadsheets and word processing.
- Ability to maintain accurate and detailed records;
- Ability to perform basic arithmetic computations.
- Ability to learn to interpret, apply, and explain eligibility determination policies and procedures in accordance with established laws, practices, and guidelines.
- Ability to log, track and maintain a variety of records and compile information for inclusion in reports.
- Ability to communicate effectively and concisely both verbally and in writing.
- Ability to understand and follow complex oral and written directions.
- Ability to deal tactfully and courteously, and to establish and maintain cooperative working relationships with the general public and City staff.

PHYSICAL DEMANDS AND WORKING CONDITIONS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the required duties of this job, the employee is required to sit for up to two hours, talk, hear, stoop,

and walk; use hands to finger, handle, operate objects, tools, or controls; and reach with hands and arms. The employee may lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually quiet to moderate.

FLSA Status: Non-Exempt

Bargaining Unit: HMEA

Civil Services Status: Non -Classified

CSC Approval: 7/23/2019

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