

JOB TITLE: Housing Assistant

JOB NO: CL019116

JOB FAMILY: Clerical

FLSA: Non-Exempt

SAFETY SENSITIVE: No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

To assist in the processing of Section 8 admissions and recertifications and perform a variety of technical and clerical tasks relative to assigned area of responsibility.

SUPERVISION

General supervision is provided by the Manager of Housing.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. All behaviors comply with the Code of Conduct & Rules of Behavior outlined in Chapter 8 of the General Government Policies and Procedures Manual.
2. Assist in processing clients for Section 8 admissions and annual and interim recertifications, including accepting applications, securing verifications of income, assets and other eligibility criteria; prepare and mail correspondence; retrieve and secure missing documents from clients. Set up paperwork for annual recert inspections.
3. Prepare check requests for vendor payments for approval by the Manager of Housing; order vendor codes and maintain vendor listing.
4. Assist the counselors in the group briefings with the program applicants and participants.
5. Daily relief of staff in reception area to answer and direct telephone calls; greet and direct clients entering the office.
6. Perform a variety of clerical tasks; maintain participant filing systems, including purging files for storage and destruction as needed.

OTHER DUTIES AND RESPONSIBILITIES

1. Respond to, resolve or direct inquiries and complaints from clients or citizens.
2. Assemble briefing materials for Section 8 families.
3. Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS

EDUCATION

High School Diploma or GED.

EXPERIENCE

One year of responsible clerical experience; type 35 wpm.

LICENSES AND CERTIFICATES

Possession of a valid Class C Texas driver's license.

COMPETENCIES

An employee's performance will be evaluated based on five competencies.

1) Job knowledge; 2) Teamwork; 3) Customer Service; 4) Flexibility; 5) Work Ethic.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Proper public contact and telephone etiquette.

Methods and techniques of interviewing.

Legal housing documents including contracts and leases.

Basic mathematical principles.

Skill in:

Operating a variety of office equipment including typewriters, calculators, computers, facsimile machines and photocopiers.

Ability to:

Obtain Notary Public Certification within 30 days of employment with the City of Mesquite. Failure to obtain certification will result in non-disciplinary termination.

Learn to interpret and explain Section 8 program rules, regulations and requirements.

Learn pertinent federal, state and local laws, codes and ordinances.

Prepare clear and concise reports.

Flexibly adapt to a variety of work situations and interruptions.

Type at a speed necessary for successful job performance.

Listen carefully and communicate clearly and concisely, both orally and in writing.

Work effectively with people from diverse socio-economic, cultural and racial backgrounds.

Establish and maintain effective working relationships with those contacted in the course of work.

Pass a medical physical examination and drug test.

Meet the City's driving standards.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

Maintain effective audio-visual discrimination and perception needed for:

- *reading and writing*
- *communicating with others*
- *operating assigned equipment*

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which include the following:

- *walking, standing, or sitting for extended periods of time*
- *frequent bending, stooping and twisting.*

Department Director

Date

Director of Human Resources

Date

DATE ISSUED: February 1993

DATE REVISED: June 2002; January 2006