

HOUSING AUTHORITY OF THE COUNTY OF BUTTE

INTAKE SPECIALIST (Section 8 Department)

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To perform a variety of tasks in support of Section 8 and low rent housing programs; to conduct eligibility interviews and process applications; to generate and process a variety of correspondence, applications and documents; and to perform a variety of duties relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Section 8 Housing Manager.

None Exercised.

ESSENTIAL FUNCTION STATEMENTS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

Review, receive, and process applications for Section 8 Housing Choice Voucher, Public Housing, Tax Credit, and Farm Labor Housing programs; determine eligibility within Authority and/or mandated guidelines; document and verify client information.

Establish and maintain waiting lists for housing program services; notify applicants of housing availability; update system data.

Interview prospective clients to determine eligibility for housing programs; and review and assess financial eligibility for income, deductions and family situation.

Coordinate and conduct Section 8 Housing Choice Voucher and Public Housing program group briefing sessions; explain program rules, regulations and requirements to applicants.

Explain rental agreements, payments, housekeeping standards and other program rules, regulations and requirements to tenants and landlords; resolve any issues or concerns on program requirements and utility allowances.

Provide referral services to tenants regarding available community resources and available housing; work with other agencies to obtain assistance for families.

Generate a variety of reports and records, as needed.
Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, services, and activities of assisted housing programs.
Methods and techniques of conducting interviews with program applicants.
Methods and techniques of conducting reference checks.
Methods and techniques of conflict resolution.
Community resources available to low income clients.
Rules and regulations governing public housing programs as they relate to program eligibility.
Modern office equipment, including computers and supporting applications.
Principles and practices of customer service.
Principles and procedures of record keeping.
English usage; spelling, grammar, and punctuation.
Mathematical principles.
Pertinent Federal, State and local codes, laws and regulations.

Ability to:

Interpret and explain Authority program rules, regulations, policies and procedures to applicants.
Interpret and apply eligibility criteria.
Deal effectively with a wide variety of people.
Monitor and maintain housing and client status.
Generate a variety of reports.
Conduct briefing sessions and individual interviews to communicate programs.
Monitor Applicant changes, moves, and access to other public housing programs.
Respond to inquiries from applicants and the general public.
Operate office equipment including computers and supporting word processing and spreadsheet applications.
Work independently in the absence of supervision.
Communicate clearly and concisely, both orally and in writing.
Understand and carry out oral and written instructions.
Establish and maintain effective relationships with those contacted in the course of work.
Type and enter data accurately at a speed of 35 wpm or faster.
Must be able to work overtime if required.
Must comply with drug/alcohol free workplace requirements.

Experience and Education/Training Guidelines

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of increasingly responsible assisted housing eligibility program experience.

Education/Training:

High school diploma or GED; supplemented by additional training in business administration, housing program administration or a related field.

License or Certificate:

Requires a valid California driver's license and can qualify for coverage under Housing Authority's insurance policy without an additional increase in premium due to a questionable or poor driving history.

ADA COMPLIANCE

Environmental Factors:

Office environment; exposure to computer screens.

Physical Ability:

Essential and marginal functions may require maintaining physical condition necessary for sitting for prolonged periods of time. Tasks may involve some lifting, carrying, pushing and/or pulling of objects and materials up to 20 pounds.

Employee Signature

Housing Director

Date

Date

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