



City of Phoenix

HOUSING PROGRAM REPRESENTATIVE

JOB CODE 01910

Effective Date: Rev. 04/10

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform clerical work involving resident selections or recertifications for the Housing Department. Work involves public contact with assisted housing residents and applicants for housing assistance; interpreting occupancy and selection requirements and policies; and verifying information furnished by the applicants or residents with employers, governmental agencies or other appropriate sources. Incumbents are given general guidelines for completing the work, with more detailed instructions given in the handling of unusual situations. Housing Program Representatives work under the general supervision of a Housing Program Assistant, Assistant Housing Supervisor, or Housing Supervisor.

ESSENTIAL FUNCTIONS:

- Makes decisions on eligibility for assisted housing programs according to federal regulations and department procedures;
- Conducts interviews and screens tenant applications for housing eligibility;
- Verifies information from housing applicants pertaining to income, family composition, and present housing conditions;
- Calculates rents, rent credits, and utility allowances for current and prospective tenants;
- Explains and applies rules, regulations, and policies of the department to applicants and residents both in writing and orally;
- Performs routine clerical tasks related to the review, verification, and evaluation of applications;
- Operates computers, credit check machines, and other standard office machines to type documents, update the department database, make photocopies, or to perform other clerical tasks;
- Conducts unit inspections of City owned housing properties;
- Conducts home visit interviews and inspections;
- Verifies rent reasonableness based on current market rates;
- Serves as liaisons between tenants and Section 8 landlords;
- Conducts informational seminars and outreach programs;
- Complete annual recertifications through the renewal process to include approval/denial of rent increases to the owner and processing of new contracts;
- Maintains regular and reliable attendance.



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- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Customer service principles and techniques.
- Federal, state, and local regulations, guidelines, and procedures regarding various Housing programs.
- Modern office methods, practices, and equipment.
- Computer programs (i.e., Microsoft Word, Excel, PowerPoint).
- Available community resources and services.

Ability to:

- Communicate orally with customers, clients or the public in face-to-face one-to-one settings, group orientations, or using the telephone.
- Work safely without presenting a direct threat to self or others.
- Comprehend and make inferences from written material.
- Enter data or information into a terminal, PC or other keyboard device.
- Remain in a sitting position for extended periods of time.
- Apply selection and occupancy policies of the Housing Department and HUD regulations for initial or continuing eligibility and rent determination.
- Retrieve and utilize computer generated client data.
- Make mathematical computations rapidly and accurately to include addition, subtraction, division and percentages.
- Work cooperatively with other City employees, clients and the public, often under difficult circumstances.
- Understand and follow oral and written instructions in the English language.
- Use and maintain confidential and sensitive information.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.
- Some positions will require the performance of other essential and marginal functions depending upon work location, assignment or shift.



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ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience performing varied office and clerical work, which includes public contact. Other combinations of experience and education that meet the minimum requirements may be substituted.