



City of Phoenix

HOUSING PROGRAM ASSISTANT

JOB CODE 08520

Effective Date: Rev. 10/05A

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide administrative support in the day-to-day operation and management of an assisted housing program, and to provide a broad range of tenant services. Responsibilities include ensuring full occupancy by qualified tenants, performing re-examinations for the renewal of leases, enforcing policies, and providing administrative support in the determination of rent payments, the processing of eviction notices, and the preparation of reports. Some positions will provide direct supervision of clerical support staff in the classifications of Housing Program Representative, Customer Service Clerk, Typist II, and Clerk II. Some positions will supervise such employees in accepting applications and reviewing and certifying data to determine client eligibility for placement in assisted housing programs. Some positions conduct investigations of complaints of a criminal nature involving assisted housing program participants. Housing Program Assistants work under the general supervision of an Assistant Housing Supervisor, Housing Supervisor or Housing Manager, and work is evaluated on the basis of completed assignments and overall achievement of objectives.

ESSENTIAL FUNCTIONS:

- Assists in the operation and management of an assisted housing program;
- Supervises and participates in the negotiation, preparation, and administration of leases and housing assistance contracts;
- Collects rents and damage charges and prepares documents for eviction;
- Conducts annual and interim re-exams and determines rent adjustments and continued occupancy;
- Negotiates rents and executes contracts and leases within established guidelines;
- Interprets, explains, and applies departmental regulations, housing program rules and regulations, and legal documents to participants;
- Investigates and resolves participant problems and disputes, and refers participants to outside agencies and organizations for assistance when appropriate;
- Keeps records, completes federal forms, maintains files, and writes program reports;
- Interviews applicants, landlords, private citizens, and appropriate service and governmental agencies to obtain information;



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- Reviews and analyzes financial information or criminal records to determine eligibility for participation in the program and/or to determine rent adjustments;
- Testifies and presents evidence in administrative hearings and court proceedings;
- Supervises clerical support staff;
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles and practices of office management.
- Social and economic problems related to housing needs for those in the low income group.
- Available community resources and services.

Ability to:

- Communicate orally with customers, clients, or the public in face-to-face one-to-one settings, using a telephone, or in group settings.
- Comprehend and make inferences from written materials.
- Operate a variety of standard office equipment requiring continuous or repetitive arm-hand movements.
- Learn job-related material primarily through oral instruction and observation. This learning takes place mainly in an on-the-job training setting.
- Produce written documents with clearly organized thoughts using proper sentence construction, punctuation, and grammar.
- Enter data or information into a terminal, PC, or other keyboard device.
- Review or check the work products of others to ensure conformance to standards.
- Make independent decisions to resolve problems or conflicts, and to enforce housing program rules and regulations.
- Work cooperatively with other City employees, housing applicants and residents, community workers, and the public.
- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Depending on the position, incumbents must obtain HUD certification either as a Project Manager or a Rent Calculation Specialist by the end of the probationary period.



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- 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.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of staff assistance in property management, assisted housing property management, or working with eligibility programs; or two years of experience performing investigative work, preferably in a law enforcement setting. Other combinations of experience and education that meet the minimum requirements may be substituted.