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Open Recruitment for Housing Programs Specialist I/II

The Housing Authority of the County of San Mateo (HACSM) is pleased to announce its recruitment for an independent, self-motivated individual to perform a variety of tasks required to maintain eligible households in a variety of affordable housing programs while observing regulatory and quality assurance requirements and offering an elevated level of customer service. The Housing Programs Specialist position is a full time, permanent position.

HACSM is federally-funded through the Department of Housing and Urban Development (HUD) and provides housing assistance to low-income families throughout the county with an annual budget of \$70 million. HACSM is a component unit of the County of San Mateo but a separate entity that utilizes different case management and financial reporting systems from the County.

Position: Housing Programs Specialist I/II

Posting Date: January 10, 2019

Deadline Date: Open until position is filled

Salary Range: HPS I - \$53,414 - \$66,778 Annually
HPS II - \$59,940 to \$74,932 Annually

Distinguishing Characteristics:

Housing Programs Specialist I is the entry level of this classification. Initially, under close supervision, incumbents are trained to perform eligibility, occupancy, and housing inspection functions according to regulations and established procedures and utilizing dedicated housing case management systems. As experience is gained, there is greater independence of action. This class is flexibly staffed with Housing Programs Specialist II. Incumbents may advance to the higher level after gaining experience, demonstrating proficiency, and passing any required certifications.

Housing Programs Specialist II is the journey level of this classification, fully competent to independently perform a variety of housing inspection, rent negotiation, eligibility determination and other duties related to the class. All positions are characterized by the presence of regulations and guidelines from which to make decisions, although the frequent use of tact, discretion, initiative and independent judgment are required. This class is distinguished from the Housing Programs Specialist III by its responsibility to administer specialized programs or to perform team lead responsibilities.

Example of Duties:

Duties include, but are not limited to, the following:

- Inspect units according to Housing Quality Standards (HQS) - requires travel to various sites throughout San Mateo County.
- Interview housing applicants and participants to obtain initial and ongoing program eligibility information to determine eligibility and subsidy amount.
- Conduct rent reasonableness surveys and negotiate rents with owners to determine and certify rent comparability.
- Provide good customer service by responding to questions and complaints and mediating disagreements between applicants, participants, landlords, owners and others.
- Review and verify submitted information to determine initial and continued eligibility for various housing programs.
- Prepare, complete, and distribute various housing forms and documents as required to complete the eligibility processes.
- Investigate possible fraud situations.
- Make referrals to community resources and other human services programs.
- Conduct orientation briefings, including portability.
- Maintain and monitor various tracking systems and lists.
- Establish and maintain various electronic housing files and records.
- Update, input, edit and retrieve housing program information and generate standard forms and reports.
- Perform general office work and operate standard office equipment.
- Perform other related duties as assigned.

Qualifications:

NOTE: The level and scope of the knowledge, skills, and abilities listed below are related to job duties as defined under Distinguishing Characteristics.

Knowledge of:

- Laws, rules, regulations, procedures, documents and terminology related to affordable housing programs.
- Fair housing principles and regulations.
- Principles and techniques of effective customer service including working with clients and co-workers from culturally and socio-economically diverse backgrounds.
- Principles and practices of effective interviewing, negotiating and case management.
- Principles and practices related to eligibility determination, field inspections, referral, and real estate lease/rental.
- Principles and practices of the agency Quality Assurance program.
- Available governmental and community human services resources.
- Correct English usage, including grammar, spelling and punctuation.
- Business arithmetic, including percentages and decimals.
- Business software applications such as Word and Excel and business data processing principles and practices.

Skill/Ability to:

- Interview effectively to obtain pertinent personal and financial information.
- Make appropriate eligibility determinations in accordance with housing program standards.
- Inspect housing units for compliance with housing quality standards.
- Negotiate rents with owners.
- Organize, prioritize and coordinate work activities on an ongoing basis to meet deadlines.
- Read, explain and apply rules, policies and procedures.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Use initiative and sound independent judgment within established guidelines.
- Interact with a variety of governmental and community organizations and with people of diverse social, economic and ethnic backgrounds.
- Analyze problems, evaluate alternatives and reach sound conclusions.
- Prepare, maintain and interpret reports and records.
- Prepare clear, effective reports, correspondence, program information and other written materials.
- Make arithmetic calculations with speed and accuracy.
- Walk, climb stairs, stoop and bend on a regular basis.

Experience and Education:

Any combination of education and experience that would likely provide the required knowledge and skills is qualifying, unless otherwise specified. A typical way to obtain the required knowledge and skills is:

Housing Programs Specialist I: One-year of office support experience, which involved the explanation and application of standards, preferably in a housing program or social services setting.

Housing Programs Specialist II: One-year experience of increasingly responsible experience in conducting eligibility determinations or inspecting housing units and rent negotiation for conformance with HUD requirements.

Selection Process:

This is a continuous recruitment until the position is filled. The review and selection process will consist of screening employment applications and responses to supplemental questions. The Housing Authority will contact qualified candidates for departmental interviews. **The position could be filled at any time.**

How to apply:

To obtain a Housing Authority of the County of San Mateo employment application, visit our web site at: www.smchousing.org (Go to the About Us tab along top of screen then select Job Opportunities>Office Specialist). To be considered for an interview, a completed HACSM application and responses to supplemental questions must be submitted via e-mail to DMcIntyre@smchousing.org. Resumes are not an acceptable substitute.

HACSM is an Equal Opportunity Employer. We support building a diverse workforce and encourage applications from all candidates.