

Class Code: 374  
City of Anaheim  
Class Specification

Classification:  
OCCUPANCY SPECIALIST

DEFINITION: Under moderate supervision determines initial eligibility and federal preferences for rental subsidy and other affordable housing programs and assists in determining ongoing eligibility of program participants

ESSENTIAL JOB FUNCTIONS:

Assembles complete and up-to-date briefing packets, schedules and conducts briefings and responds to questions, explaining rules, regulations, policies and procedures.

Interviews program applicants to obtain and/or review information and to investigate and clarify inconsistencies and/or discrepancies; evaluates information provided and makes initial determination of applicant eligibility for participation in various programs.

Explains eligibility and verification requirements; provides information on applicant responsibilities and deadlines; obtains required verifications and documents.

Reviews verified data and determines final and/or ongoing eligibility for program participation; calculates annual income and adjusted annual income; inputs data into automated system and generates Total Tenant Payment.

Attends Eligibility Reviews conducted by Housing Supervisors in response to complaints and challenges from program applicants or participants and explains determination of degree of eligibility or ineligibility.

Reviews documentation provided by applicants for sufficiency; verifies through third parties the legitimacy of documentation; notifies applicants/participants of deficiencies and deadlines for corrective action; monitors deadlines and takes appropriate corrective action.

Maintains waiting list for Section 8 applicants and other program applicants and responds to inquiries by applicants and outside agencies regarding applicant status; compiles and prepares statistical and written reports regarding status of all applicants.

Accurately prepares manual documents and generates automated documents; assists applicants to complete various forms and reviews forms for sufficiency and legibility.

Creates automated records for new applicants and updates records to reflect changes in status; ensures that manual and/or automated records are complete, accurate and organized; protects the confidentiality of all records.

Monitors status of outstanding applications, certificates and vouchers; generates reminder notices and other notices of established deadlines and takes corrective action for missed deadlines.

Assists in making house calls on non-ambulatory clients to complete re-certification.

EXAMPLES OF NON-ESSENTIAL JOB FUNCTIONS:

Photocopies records as appropriate.

Gathers, assembles and organizes documents, forms, etc.

Performs other related duties as required.

MINIMUM REQUIREMENTS:

Experience: Performing various journey-level clerical work with public contact, preferably in support of rental subsidy and other affordable housing programs.

Knowledge of: Basic principles and practices of effective interviewing techniques; automated and manual records management techniques; modern office equipment and procedures, including personal computers; basic case management, affordable housing and rental subsidy program guidelines.

Ability to: Communicate effectively with others from broad socio-economic backgrounds; understand, interpret, explain, apply and keep abreast of changes in program rules, regulations, policies and procedures; make accurate arithmetic computations; work effectively in a dynamic environment with frequent interruptions; compile and prepare basic statistical and written reports; operate a personal computer with proficiency; handle and maintain the confidentiality of records; and establish and maintain effective working relationships with those contacted in the course of work.

Physical Requirements: Ability to climb stairs in order to access housing units; lift and carry bulk files and/or documents weighing less than 15 pounds.

License and/or Certification Required: Possession of, or ability to obtain a valid California Driver's License by date of appointment in order to conduct recertification interviews with home-bound clients.

Supervision Received: Works under moderate supervision with the desired results of work given and occasionally requires making a choice in the application of defined methods or procedures. The supervisor may not be in the immediate area but is readily available.

Career Ladder Information: Experience in this class may meet minimum requirements for promotion to Housing Specialist I.

FLSA Designation: Non-Exempt

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Revised 5/86 - NASH  
Revised 2/89 - L. Harvey  
Revised 6.94 - V. Kilmurray  
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