

Class Code: 324 + M17  
City of Anaheim  
Class Specification

Classification:  
HOUSING SPECIALIST I  
HOUSING SPECIALIST II

**DEFINITION:** Under supervision performs various field and office duties relating to implementation of subsidy and other affordable housing programs of the Housing Authority.

DISTINGUISHING CHARACTERISTICS:

**Housing Specialist I:** This is the entry-level class in the Housing Specialist job series. This class is distinguished from the Housing Specialist by the performance of the more routine tasks and duties assigned to positions within the series. Employees must have basic knowledge of the purpose and functions of a Housing Authority. Under this concept, incumbents in this class, as breadth of knowledge and skill level increases, may reasonably expect promotion to the journey-level class of Housing Specialist.

**Housing Specialist II:** This is the full journey-level class in the Housing Specialist series. This class performs the more complex tasks and duties. Incumbents have previous work experience in case management and the full range of technical duties related to implementation of governmental rental subsidy programs.

**ESSENTIAL JOB FUNCTIONS:** Depending upon areas of assignment, responsibilities and duties may include, but are not limited to, the following:

Conducts initial and annual interviews with clients; determines initial and ongoing eligibility for rental subsidy and other affordable housing programs; manages an assigned caseload and develops and maintains accurate and up-to-date manual and automated case files.

Conducts briefing sessions for qualified applicants from a broad spectrum of socio-economic backgrounds, interpreting and explaining rules, regulations, policies and procedures.

Interprets and applies pertinent provisions of program rules and regulations and counsels applicants and program participants on same; evaluates conformance with established rules and regulations and takes appropriate corrective action regarding violations.

Reviews "Request for Lease Approval" for accuracy and sufficiency and approves the lease in accordance with Federal and State rules and regulations and local policies and procedures.

Conducts initial and annual inspections of units against Housing Quality Standards; advises tenant and/or landlord of deficiencies; re inspects units as applicable; and approves units which meet standards.

Negotiates initial and annual rents with landlords and/or managers for housing units enrolled in rental subsidy and other affordable programs; calculates gross household income and adjusted annual income in order to determine total tenant payment.

Attends reviews and informal hearings on termination of housing assistance.

Becomes familiar with new rental subsidy and affordable housing programs and stays abreast of changes in existing program rules, regulations, policies and procedures.

Prepares accurate, concise and understandable narrative and statistical reports regarding assigned cases.

EXAMPLES OF NON-ESSENTIAL JOB FUNCTIONS:

Identifies housing resources in the community and encourages participation in rental subsidy and other affordable housing programs; explains and publicizes the functions of the Housing Authority, including equal opportunity requirements.

Obtains and maintains a listing of rental units and makes it available to applicants who have a "Certificate of Family Participation"

Gathers and analyzes data on local rents and prepares and submits reports.

MINIMUM REQUIREMENTS:

Housing Specialist I:

Experience: Performing work in support of staff assigned to administer and/or implement rental subsidy and other affordable housing and/or leasing programs.

Knowledge: Basic functions and practices of a Housing Authority; cultural diversity, basic record keeping; personal computer operations; and modern office procedures.

Ability to: Learn the functions of the position; establish and maintain effective work relationships; interact effectively with a wide variety of clients while maintaining a courteous and professional work environment; deal tactfully with those from a broad spectrum of socio-economic backgrounds; communicate clearly and concisely, both orally and in writing, in person and over the telephone; understand and carry out oral and written instructions; prepare, organize and maintain accurate, detailed and confidential records.

Housing Specialist II:

Experience: Journey-level experience in case management and implementation of government rental subsidy and other affordable housing and/or leasing programs.

Knowledge of: Government housing rules and regulations, advanced record keeping, effective interviewing, sales and negotiation techniques; personal computer operations; case management techniques.

Ability to: Manage a heavy case load; establish and maintain effective work relationships; interact effectively with a wide variety of clients while maintaining a courteous and professional work environment; deal tactfully with those from a broad spectrum of socio-economic backgrounds; persuade owners to participate in programs; negotiate rents with landlords and/or owners; investigate and resolve disputes; identify and detect program fraud; interpret, apply and explain program rules, regulations, policies and procedures; operate a personal computer; communicate clearly and concisely, both orally and in writing, in person and over the telephone; understand and follow rules, regulations, policies and procedures; prepare and maintain accurate, detailed and confidential records; work effectively with frequent interruptions; and effectively manage transitions in work assignments, the work environment and priorities.

For both Housing Specialist I and Housing Specialist II Classifications:

PHYSICAL REQUIREMENTS: Ability to climb stairs in order to access housing units; bend and reach under sinks, windows, locks and water heaters to inspect condition of the unit; and to lift and carry bulk files and/or documents weighing less than 25 pounds while conducting field inspections.

LICENSE AND/OR CERTIFICATION REQUIRED: Possession of, or ability to obtain, a valid California Driver's License by date of appointment in order to inspect housing units and to conduct recertification interviews with home-bound clients.

SUPERVISION RECEIVED:

Housing Specialist I: Works under direct supervision of a Housing Supervisor who makes assignments and periodically reviews work.

Housing Specialist II: Works under moderate supervision of a Housing Supervisor who assigns a caseload and audits work performed on a monthly basis.

FLSA DESIGNATION: Housing Specialist I - Non-Exempt  
Housing Specialist II - Administrative 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.