

TITLE: **HOUSING ASSISTANCE COORDINATOR**

DEFINITION: Under direction, supervises personnel and/or coordinates activities in housing assistance programs under the Housing Authority.

EXAMPLES OF DUTIES:

- Researches current and proposed federal laws and guidelines for housing assistance programs;
- Conducts audits of Housing Authority processes and programs;
- Troubleshoots, participates, or advises in the most difficult cases involving eligibility, Housing Assistance Payment (HAP) calculations, rent, and placement determinations;
- Acts as liaison with the community and maintains communication with owners of assisted housing units;
- Receives and resolves the most difficult complaints from applicants, tenants, owners, and other citizens regarding housing assistance programs;
- Recommends procedures to enhance productivity and the level of service to the public;
- Trains, supervises, and evaluates the work of personnel assigned to housing assistance programs under the Housing Authority;
- Supervises or conducts briefing sessions for various housing programs;
- May assist as a housing representative during the tenant grievance appeal process;
- Assists with bi-monthly Housing Assistance Payment process as well as collections, bank reconciliations;
- May work on rotation to support the Housing Authority Bureau's various units;
- May prepare or coordinate preparation of reports for submission to the U.S. Department of Housing and Urban Development, city departments or agency partners;
- May make presentations at community meetings;
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

- A bachelor's degree from an accredited college or university in a Business or Social Science related field (proof required)*.

AND

- Two years of increasingly responsible work for a public housing authority.

Additional experience may be substituted for the required education on a year-for-year basis to the extent that the experience has prepared the individual to perform the duties of the classification.

- Must attend City paid training and obtain certification in Housing Choice Voucher (HCV) Program Management prior to the completion of the probationary period.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of the Section 8 Housing Choice Voucher programs including interviewing, HAP (Housing Assistance Payment) calculations, inspecting and reporting requirements;
- Knowledge of Housing and Urban Development (HUD) regulations regarding the Housing Choice Voucher and other rental subsidy programs, including interviewing, inspecting, and reporting requirements;
- Ability to effectively assign, direct, and supervise the work of others;
- Ability to communicate effectively, both orally and in writing often under adverse conditions;
- Ability to communicate with a diverse population.

Willingness to work overtime and occasional weekend hours as required.

A valid California Class C motor vehicle operator's license at time of selection;

HISTORY:

Established as Occupancy Supervisor: 07/01/1976

Revised: 12/11,1980, 05/10/1988, 2/28/1996, 03/12/1997

Title Change from Occupancy Supervisor: 02/12/1997

Consolidated Property Management Specialist and Occupancy Supervisor into Housing Assistance Coordinator: 11/29/2000.

Approval/Adoption Date: 11/29/2000.

Revised: 01/06/2021