

HOUSING PROGRAMS ASSISTANT

Definition:

Under general supervision provides technical and general staff support to the housing program function; provides information to property owners related to services and requirements of housing programs; responds to applicant inquiries; coordinates housing-related bid process; facilitates financing; inspects dwellings for non-code compliance and performs related work as required.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Provides housing information and referrals on the telephone and in person.

Provides information and responds to developer, tenant and homeowner inquiries/concerns.

Resolves housing program related problems and/or makes appropriate referrals.

Advises program applicants regarding eligibility standards, application procedures and required documentation.

Reviews and updates contractors' applications and processes payments as related to housing program projects.

Prepares reports; reviews and prepares subordination requests; coordinates bid processes and acts as liaison between contractors and homeowners.

Provides a variety of technical staff support for housing program functions and related grants.

Schedules, coordinates and attends a variety of meetings and workshops and makes oral and written presentations.

Prepares and monitors contracts between lenders, homeowners, contractors and the City and prepares related public notices.

Monitors assigned projects and maintains project files and records.

Maintains related loan accounts, reconciles bank statements and compiles and maintains statistical information.

Contacts local lending institutions and title companies on behalf of housing program clients.

Assists in the preparation of federal, state and other reports.

Coordinates and/or conducts housing inspections as needed.

Uses a data recording device, basic hand tools, small and large hand probes and a camera.

Operates a personal computer and uses applicable software to produce a variety of documents.

Drives a vehicle on City business.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Lifts and moves boxes of records weighing 30 pounds or less.

Class Characteristics:

Housing Programs Assistant is a single incumbent class in the Development Services Department performing a variety of staff support and housing inspection duties specifically related to the housing program function. Duties require judgment and initiative and are performed with minimal supervision.

Contacts and Relationships:

The Housing Program Assistant establishes and maintains contact with other Development Services Department staff and has substantial interaction with housing program applicants. Additional contact will occur with developers, contractors, property owners and their representatives and title, appraisal, lending and escrow companies. Contact with the general public will occur during the course of certain work assignments.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

Public and private housing services.

Housing rehabilitation, development, loan and financing programs.

Applicable housing, building and health and safety codes and regulations.

Customer service techniques.

Applicable loan and grant program regulations and related requirements.

English and Spanish usage, spelling, grammar and punctuation.

Business math.

Interview techniques.

Computer applications related to area assigned.

AND

Ability to:

Learn proper construction and inspection techniques.

Acquire a working knowledge of applicable building codes and regulations.

Compile demographic, technical and statistical data.

Adhere to multiple deadlines and handle multiple projects.

Assemble data and prepare reports.

Communicate effectively orally and in writing.

Use independent judgment and initiative.

Understand and carry out oral and written instructions.

Establish and maintain effective relationships with those contacted in the course of work.

Operate a personal computer, use applicable software and a camera.

Meet the public with courtesy and tact.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Associates Degree in Business Administration or a related field from an accredited college.

AND

Experience:

Two years of experience in a housing/community development agency or a related non-profit or public service program.

Special Requirements Include:

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Bilingual ability (English/Spanish) sufficient to translate written documents and communicate with Spanish speaking program participants.

Must be able to work a flexible schedule to accommodate City needs.

The City of Fullerton's Conflict of Interest Code requires that the Housing Programs Assistant file financial disclosure statements in accordance with state and local laws.

Must type and operate a 10-key adding machine and/or a calculator accurately and at speeds which will enable successful job performance.

Other:

Certification as a Notary Public or the ability to be certified as a Notary Public is preferred but not required.

Physical Tasks and Working Conditions Include the Following:

Work is performed both in an office environment and in the field/on-site when performing inspections. When outdoor field work is performed there is full exposure to the elements. The incumbent uses an adding machine/calculator, computer, keyboard and related equipment, data recording equipment, basic hand tools, small and large hand probes and a camera, drives a vehicle on City business, sits, stands, walks, reaches, bends and grasps. The incumbent may lift and move boxes of records weighing 30 pounds or less. When performing inspections the incumbent kneels crouches, twists and may climb stairs, walk on slippery/uneven slopes and surfaces and be exposed to construction dust and soil. The incumbent must be able to meet the physical requirements of the class and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the duties to be performed.

Fair Labor Standards Act Designation: Non-exempt.

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