

HOUSING TECHNICIAN I
HOUSING TECHNICIAN II

DEFINITION

To perform responsible administrative and technical support duties related to affordable housing program eligibility, certification, and inspection activities; and to provide information and direction to the public regarding affordable housing program requirements.

DISTINGUISHING CHARACTERISTICS

Housing Technician I - This is the entry-level class in the Housing Technician series. Positions in this class typically have little or no directly related work experience and work under immediate supervision while learning job tasks. The Housing Technician I class is distinguished from the II level by the performance of less than the full range of duties assigned to the II level. Incumbents work under immediate supervision while learning job tasks, progressing to general supervision as procedures and processes of assigned area of responsibility are learned.

Housing Technician II – This is the journey level class in the Housing Technician series and is distinguished from the I level by the ability to perform the full range of duties assigned with only occasional instruction or assistance as unusual or unique situations arise. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

This class is distinguished from that of the Senior Housing Technician in that the latter is an advanced journey level class responsible for complex and difficult housing program eligibility, certification and inspection matters, and exercises technical and functional supervision over technical and support staff.

SUPERVISION RECEIVED AND EXERCISED

Housing Technician I

Receives immediate supervision from the Housing Supervisor or Housing Analyst; and technical and functional supervision from a Senior Housing Technician.

Housing Technician II

Receives general supervision from the Housing Supervisor or Housing Analyst; and technical and functional supervision from a Senior Housing Technician.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Determine applicant eligibility for the federal rental assistance program (Housing Choice Voucher program through the Housing Authority) and other housing rehabilitation/purchase/rental programs; provide information to applicants about rules and regulations; calculate household income and verify assets.

Review, monitor, and recertify changes in applicant income; assess repayment charges as necessary related to changes in income; review and audit client eligibility and determine termination of services; perform interim and annual audits as necessary and required.

Calculate and verify fair and reasonable rent charges for housing properties included in affordable housing programs; work with property owners and managers regarding maintenance of such properties to meet required housing quality standards.

Perform annual and/or periodic external and internal inspections of program properties/households to determine compliance with housing program requirements; inspect occupied or anticipated rental properties.

Assist in the development of work write ups and processing of progress payments for the housing rehabilitation program.

Schedule and hold meetings with applicants and participants; maintain housing choice voucher program waiting list and conduct lottery, as applicable, for the selection of the next group of applicants/notify applicants of status; receive and enter update information from applicants and participants, including performing an annual update.

Review tracking sheets to verify timeliness of housing voucher issuance; prepare hearing packets and participate in termination hearings; ensure required deadlines are met for re-certifications, inspections and repayment agreement terms.

Provide information and direction to the public at the counter, via telephone, e-mail, and written correspondence related to the City's housing programs.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related work as required.

MINIMUM QUALIFICATIONS

Housing Technician I

Knowledge of:

Principles and practices of interviewing techniques.

Business letter writing and report preparation.

Basic mathematical principles.

English usage, spelling, grammar and punctuation.

Customer service principles and public relations techniques.

Modern office equipment and procedures including use of a variety of software applications.

Ability to:

Learn, interpret, apply and explain affordable housing program regulations and standards.

Intermittently review documents related to department operations; observe, identify and problem solve procedural issues.

On a continuous basis, sit at a desk for long periods of time. Intermittently walk, bend, or stoop while conducting site inspections; twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Learn and apply housing standard quality requirements as related to site inspections.

Analyze situations carefully and adopt effective courses of action.

Prepare correspondence, memoranda, and reports.

Make accurate mathematical calculations.

Use a personal computer and a variety of software applications.

Plan and organize workload.

Communicate clearly and concisely, both orally and in writing.

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

Experience and Training

Experience:

Two years of responsible clerical or administrative experience that includes substantial public contact, preferably in a public housing or social/human services environment.

AND

Training:

An Associate's degree or 60 semester units of college level course work including 18 units in a major field of study and 21 units in general education from an accredited college or university. Two years of related work experience can substitute for an Associate's Degree.

License or Certificate

Possession of a valid California driver's license.

Housing Technician II

In addition to requirements for the Housing Technician I:

Knowledge of:

Principles and practices related to determining affordable housing program eligibility and participation.

Pertinent local, State and Federal rules and regulations related to affordable housing programs.

Ability to:

Independently perform administrative and technical support duties in determining affordable housing program eligibility and certification, and conducting site inspections related to housing standard quality requirements.

Interpret, apply and explain affordable housing program regulations and standards.

Experience and Training

Experience:

Two years of responsible experience performing duties comparable to that of a Housing Technician I in the City of Roseville.

AND

Training:

An Associate's degree or 60 semester units of college level course work including 18 units in a major field of study and 21 units in general education from an accredited college or university. Two years of related work experience can substitute for an Associate's Degree

License or Certificate

Possession of a valid California driver's license by date of appointment.

Possession of a Real Estate or Contractor's license is highly desirable.

01-03-19

04-28-16

08-25-12 Housing Technician I/II

04-12-05 Program Specialist I/II

04-18-02 Housing Specialist I/II

01-15-99

07-01-98

07-20-95 Program Assistant