

Jurisdiction: Ithaca Housing Authority
Jurisdictional Class: Competitive
Adopted: 05/05/21
Revised: 09/07/22

HOUSING PROGRAM ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for independently performing complex clerical operations and providing administrative support to staff working in the Housing Choice Voucher (HCV) and/or Public Housing (PH) Programs to ensure the efficient workflow of the office. Housing Program Assistants assist clients with the application and recertification processes, gather necessary documentation, and verify that applications are complete. Housing Program Assistants are responsible for the entry and retrieval of confidential and time-sensitive information using software on a computer and using a computer to produce printed material such as letters, memoranda, and forms. Incumbents are familiar with the agency's programs and procedures, and effectively communicate them via phone and email. This position requires a high level of technological proficiency, organizational efficiency, and a willingness to be a member of a team. The position is distinguished from higher level program staff in that Housing Program Assistants do not make eligibility determinations. The work is performed under general supervision with some leeway allowed for the exercise of independent judgment in carrying out the details of the work. Supervision is not a responsibility of this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Maintains alphabetic, numeric and/or chronological files for records of tenants/participants and landlords in compliance with Federal and State guidelines;
Assists applicants, tenants and participants with online registration, application, and recertification processes;
Assists clients in completing forms and verifications;
Obtains verifications and eligibility documents to enable higher level staff to accurately evaluate applicant's eligibility; prepares and submits verifications to appropriate sources; completes established and required processing procedures;
Performs file maintenance, data entry, and report generation and prepares correspondence when needed;
Sends a variety of notices to clients and answers program questions;
Prepares clear and concise reports;
May conduct research on various topics and compile data;
Assists in preparation and monitoring of contracts with landlords, assists in solving problems or questions from landlords;
Serves as liaison with various individual agencies to which applicants/tenants/participants can be referred for services;
Respond to inquiries, phone calls, correspondence, and emails in a timely and responsive manner;
Coordinates with the Housing Inspector to ensure timely scheduling and completion of unit inspections;
Assists in the preparation of lease agreements and review of compliance requirements;
Operates a variety of office equipment, including personal computer, photocopy machine, fax machine, postage machine, shredder, etc.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of modern office terminology, procedures, equipment and business English; good knowledge of the organization, functions, laws, policies and regulations, and terminology of the agency; ability to handle routine administrative details independently; ability to operate a personal computer and utilize common office software programs including word processing, spreadsheet and databases at an acceptable rate of accuracy and speed; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with others; ability to organize and maintain office files; ability to collect information from various sources for program operations; ability to successfully work with and serve a diverse local community; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either:

- (a) Possession of an Associate's degree in human services, secretarial science, office management, office technology, business administration or a closely related field with similar course curriculum; or
- (b) Graduation from high school or possession of a high school equivalency diploma and two (2) years of full-time paid clerical experience, or its part-time and/or volunteer equivalent; or
- (c) An equivalent combination of training and experience as defined by the limits of (a) and (b) above.

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee.

SPECIAL REQUIREMENT: Possession of a valid New York State Class D driver license or a valid driver license equivalent to a New York State Class D driver license at the time of appointment and maintenance of said license for the duration of employment.