

**COMMUNITY DEVELOPMENT COMMISSION
OF MENDOCINO COUNTY**

Waitlist and Eligibility Specialist

JOB ANNOUNCEMENT

OCTOBER 2018

SUMMARY OF RESPONSIBILITIES

Under direction of the Housing Manager and the Executive Director, provides initial contact, clerical, and program specific support for CDC administered housing programs including interviewing and processing applications for all types of housing assistance, maintaining waiting lists, determining eligibility, conducting briefings, issuing vouchers, and other related tasks. Provides back up for front office and phone reception services.

ESSENTIAL JOB FUNCTIONS

1. Serves as initial contact for clients and applicants. Greets callers and visitors by phone or in person, takes messages, responds to inquiries, problems, and/or complaints by clients, referring to appropriate staff member as required. Makes photocopies for applicants and clients and may assist them in completing basic forms.
2. Provides basic information regarding housing assistance programs, eligibility requirements, and availability and general procedures to applicants and performs preliminary and final processing of applications. Explains various program and income requirements, income verification and waiting list procedures, etc. Determines initial eligibility based on information provided in application.
3. Enters preliminary applicant information into computer system and maintains client files. Enters preliminary and basic information on applicants required in order to maintain appropriate waiting list and tracking of pending applications. Prepares initial applicant files following established procedures. Assists with Re-Exam process, may carry a small case load. May complete data entry of client eligibility information for annual re-exams. Generates worksheets and HUD 50058 forms. Monitors and updates all program waiting list data to accurately reflect priority and other changes and to delete applicants no longer interested, etc. Produces computer generated reports such as waiting lists, etc., making and distributing copies to appropriate personnel. Assembles permanent client files and maintains and updates client files
4. Receives and reviews proposed leasing documents from clients to verify completion of the basic requirements. Items reviewed include but are not limited to: signatures, initials, rental unit information, security deposit information, etc.
5. Following established procedure, prepares and issues various program related documents to clients and or landlords, including annual re-examination notices, lease amendments, inspections forms, etc. Assembles client-briefing packets. Conducts client briefing on an

established schedule. Schedules appointments for incoming applicants, and the periodic re-examination of current clients as directed. Maintains appropriate appointment calendars. Processes correspondence using word processing equipment. Insures adequate supply of program related documents, briefing packets, etc., making copies as necessary.

6. Performs other essential duties and tasks as assigned.

MATERIAL AND EQUIPMENT USED

General office equipment, computer, calculator, vehicle

QUALIFICATIONS REQUIRED:

Knowledge of:

1. Assisted housing programs funded by The U.S. Department of Housing and Urban Development, California Client Landlord Law.
2. Standard business arithmetic, including percentages and decimals.
3. Office procedures.
4. Word processing software, preferably Word.
5. Recordkeeping, report preparation, filing methods and records management techniques.
6. Computer based recordkeeping.

Ability to:

1. Work independently on a variety of tasks.
2. Prioritize tasks with minimal direction.
3. Compose and type basic written and numerical documents.
4. Communicate with a wide range of people under changing circumstances.
5. Prepare accurate documents.
6. Maintain accurate records and files.
7. Maintain reliable and predictable attendance.

Skill in:

1. Using tact, discretion, initiative and independent judgment within established guidelines.
2. Organizing work, setting priorities, meeting deadlines, and following up on assignments with a minimum of directions.
3. Applying logical thinking to solve problems or accomplish tasks: to understand, interpret and communicate complicated policies, procedures and protocols.
4. Using mathematics, personal computers, and office machines.
5. Communicating clearly and effectively, both orally and in writing.
6. Establishing and maintaining cooperative relationships with all those contacted in work.

EDUCATION REQUIRED:

High School Diploma or GED. AA in office practices preferred.

EXPERIENCE REQUIRED:

Two years of experience in a social service environment office setting or any combination of education, training, and experience which provides the required knowledge, abilities and skills to perform the essential functions of the position.

LICENSES AND CERTIFICATIONS:

Valid State Driver's License

ENVIRONMENT:

1. Busy office environment; constant interruptions.
2. While performing the essential functions of this position the employee is occasionally exposed to fumes or airborne particles, work near moving mechanical parts.

PHYSICAL REQUIREMENTS: When evaluating whether an individual meets these physical requirements, Community Development Commission will consider the availability of reasonable accommodation.

1. Ability to exchange information.
2. Ability to read and comprehend a variety of materials.
3. Ability to operate a computer keyboard.
4. Sitting for extended periods of time.
5. Using a computer keyboard for extended periods of time.
6. Standing, walking, twisting, stooping, crouching, kneeling, bending over at the waist, grasping, reaching overhead, pushing, pulling and moving, lifting and/or carrying up to 30 pounds to waist height.
7. Report to work as scheduled and on time.
8. Maintain reliable and predictable attendance.
9. Ability to develop effective working relationships with co-workers and with members of the general public.

SUPERVISORY ACCOUNTABILITY:

Reports to the Housing Manager and/or the Executive Director

COMPENSATION AND BENEFITS

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Hourly wage: \$15.03 - \$24.28

Salary range: \$31,262.40 – \$50,502.40 Annual (based on 40 hour work week)

Starting salary will be based on the related qualifications of the individual selected. The Community Development Commission of Mendocino County offers a comprehensive benefit package including an allowance for medical, dental and vision insurance, and CalPERS retirement 2% @ 62.

HOW TO APPLY

Applications and supplemental questionnaire, if required, can be requested by calling (707) 463-5462 X 102 between 8:00 a.m. and 5:00 p.m. (PDT) Monday through Friday. Hearing impaired TDD, please use CA Relay at 711. Email info@cdhousing.org. Our office is located at 1076 N State Street, Ukiah CA 95482.