



**Stanislaus Regional Housing Authority**

ALPINE | AMADOR | CALAVERAS | INYO | MARIPOSA  
MONO | STANISLAUS | TUOLUMNE COUNTIES

***Job Announcement for the Position of***

**Occupancy Clerk, Westside  
\$33,720 - \$41,040/Annually**

**THE AGENCY**

Stanislaus Regional Housing Authority, a nonprofit, public corporation, is committed to addressing the unmet housing needs of residents and communities in our county. The Housing Authority manages approximately 1700 units throughout the County under a variety of affordable housing programs including Public Housing, year around farm labor housing and migrant housing.

The Authority also administers the Housing Choice Voucher program in the following counties: Alpine, Amador, Calaveras, Inyo, Mariposa, Mono, Tuolumne and Stanislaus. The Authority is governed by a citizen's commission appointed by the County Board of Supervisors.

**MISSION**

The Housing Authority is committed to providing a high quality of service in carrying out its mission by:

- Being sensitive to our client's needs and treating them with dignity and respect.
- Utilizing the talents and skills of our staff.
- Fostering partnerships.
- Utilizing resources in the most efficient and effective manner.

**HOUSING**

- Provide decent, safe and affordable rental housing and home ownership opportunities.

**ECONOMIC DEVELOPMENT**

- Provide and promote service opportunities that encourage and support individuals and families toward achieving greater independence and self-sufficiency.

**COMMUNITY DEVELOPMENT**

- Provide opportunities for conserving and upgrading affordable housing stock, improving infrastructure, and stabilizing and creating desirable neighborhoods.

## **THE POSITION**

The Occupancy Clerk performs a variety of responsible and complex clerical duties in support of Authority programs and services and provides information to tenants regarding Authority policies and regulations. This position is assigned to the Westley/Patterson site locations.

## **SUPERVISION RECEIVED AND EXERCISED**

Receives direct supervisor from the Asset Manager, and indirect supervision from the Property Management Division Manager.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following:

Answers questions and provides information to the public and program participants and refers complex complaints to Asset Manager.

Resolves tenant complaints and problems when directed.

Completes Work Order request forms with tenants and ensures completeness and proper documentation.

Schedules and performs inspections, coordinates inspection activities with tenants and inspection staff, and writes tenant charges for work orders.

Completes, reviews and logs inspections.

Coordinates paperwork for inspections including computation sheets, leases, forms, and other pertinent records.

Prepares relevant reports as requested.

Determines applicant eligibility in the migrant housing program.

Answers and screens phone calls, forwards calls to appropriate staff or takes messages as required. p

Performs a variety of clerical tasks including filing, photocopying, and typing.

Sorts and files documents and records, maintains alphabetical, index and cross-reference files.

Maintains resident complaint log documenting the resolution of complaints or on-going status.

Walks the project, issues tenant violation tickets, distributes fliers, conducts public relations, and inspects common areas.

Computes tenant rent amounts, serves 3-day and 30-day notices.

Counsels residents with rent paying problems as directed.

Maintains waiting lists and files.

Prepares a variety of documents including forms, contracts, questionnaires, and department correspondence.

Other duties as assigned

## **NONESSENTIAL DUTIES**

Performs routine maintenance on office equipment. Other duties as may be assigned.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **EDUCATION AND EXPERIENCE**

High school diploma or general education degree (GED) and one year of responsible clerical experience involving the maintenance of eligibility records and files.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

Possession of a valid California Driver's License.

USDA RD Occupancy Certification obtained within 12 months of employment.

### Knowledge of:

Modern office procedures, methods, computer equipment, and appropriate software programs.

Principles and procedures of bookkeeping and record keeping.

English usage, spelling, grammar and punctuation.

### Ability to:

Speak, read and write in Spanish.

Use Excel PC software.

Follow the policies, procedures and services of the Housing Authority.

Operate standard office equipment including a computer, 10 key calculator, fax, and a photocopier.

Type 35 wpm.

Perform routine clerical work with speed and accuracy.

Understand and follow oral and written instructions.

Communicate clearly and concisely, both orally and in writing.

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

## **LANGUAGE SKILLS**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

Ability to write routine reports and correspondence.

Ability to speak effectively before groups of customers or employees of organization

## **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals.

Ability to compute rate, ratio and percent.

## **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.

Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand and sit. The employee is occasionally required to walk; use hands to finger, handle, or feel; and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and depth perception.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently exposed to outside weather conditions. The noise level in the work environment is usually moderate.

## **APPLICATION AND SELECTION PROCESS:**

To apply for this position applicants must complete and submit a Housing Authority Employment Application. Employment Applications are available online at <https://stanregionalha.org/business-services/employment/>. This position is Open Until Filled. Applications will be screened for minimum qualifications as they are received.

Applicants who are the most qualified and possess the knowledge, skills and abilities outlined in the job announcement will be invited to appear before an Oral Assessment Panel. The Oral Assessment Panel will complete its assessment and recommend the most qualified applicants to the Director of Human Resources and Business Operations who will interview the most qualified applicants. Final selection will be made by the Executive Director. The successful candidate will be required to complete a physical examination including a drug screen test, paid for by the Housing Authority, certifying that the applicant's physical condition is satisfactory for the requirements of the position (with or without reasonable accommodations for any disability as defined in the Americans with Disabilities Act).

## **OTHER**

Applicants must be able to provide proof of U.S. citizenship, or if a legal immigrant, either lawful admission for permanent residency or authorization for appropriate work by the U.S. Immigration and Naturalization Service.

## **SALARY AND BENEFIT INFORMATION**

The annual salary for this position is \$33,720 - \$41,040.

Regular employees of the Authority enjoy the following benefits:

- Annual leave - new employees accrue 10 days per year.
- 15 paid holidays per year.
- Sick leave accrued at the rate of one (1) day per month.
- Insurance Coverage -The Authority currently contributes toward the medical, dental, vision and life insurance combined monthly premiums.
- Retirement - The Authority is a member of the Public Employees Retirement System (PERS). Employees hired after January 1, 2013, are subject to the Pension Reform Act, AB340.
- The Authority offers two voluntary Deferred Compensation Plans.
- The Authority participates in Social Security.
- The Authority offers a Section 125 (Flexible spending) Plan.

Stanislaus Regional Housing Authority is an equal opportunity employer. The Authority will provide equal employment opportunities to all qualified individuals, without regard to race, color, national origin, sex, religion, or disability. The Authority will make reasonable efforts in the employment process to accommodate applicants with disabilities. Individuals requesting reasonable accommodations must do so no later than three (3) working days after the time of invitation by the Authority to an examination. Applicants with special needs may call (209) 557-2000 (voice) or (209) 557-2012.

