Stanislaus Regional Housing Authority
ALPINE | AMADOR | CALAVERAS | INYO | MARIPOSA
MONO | STANISLAUS | TUOLUMNE COUNTIES

Job Announcement for the Position of

Eligibility Specialist I/II

ES/I $23.01-$29.37/hour
ES/II $26.84-$34.16/hour

THE AGENCY

Stanislaus Regional Housing Authority (Housing Authority), a public agency, corporate and politic, is committed to addressing the unmet housing needs of residents and communities in our county. The Housing Authority manages approximately 2371 units throughout the counties it serves under a variety of affordable housing programs including Public Housing, year-round farm labor housing, migrant housing and other affordable housing units.

The Housing 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 Stanislaus 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.

Equal Housing Opportunity

THE POSITION

Reviews and conducts tenant eligibility determinations of applicants and participants of subsidized housing programs; assists in the coordination of Housing Choice Voucher Program activities with other departments and outside agencies

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Housing Choice Voucher Program Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:

Prepares lease documents and contracts.

Distributes materials to tenants and landlords.

Computes rent amounts and assesses housing subsidies for program participants.

Conducts orientations for program participants.

Answers questions and provides information to the public. Resolves tenant/landlord issues. Enters data into computer system.

Establishes and maintains files for housing program participants.

NONESSENTIAL DUTIES

Gathers statistical data and prepare reports as required.

Other duties 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 Eligibility, social work experience or educational courses related to social services may be Substituted for work experience.

CERTIFICATES, LICENSES, REGISTRATIONS

Possession of a valid California driver's license.

USDA RD Occupancy Certification obtained within 12 months of employment.

Knowledge of:

Basic interviewing techniques.

Modern office procedures, methods and computer equipment.

Principles and procedures of record keeping.

Basic report and letter writing

Ability to:

Interpret and apply Federal, State and local policies, procedures, laws and regulations.

Identify and respond to public and Authority issues and concerns.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with coworkers and the public.

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 and to draw and interpret bar graphs.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

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 sit. The employee frequently is required to use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and distance vision.

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 and supplemental questionnaire to P.O. Box 581918 Modesto, CA 95358. Employment applications and required supplemental questionnaire are available online at https://stanregionalha.org/business-services/employment/. **This position is open until filled and applications will be screened for minimum qualifications as they are received and testing and interviews will be scheduled.**

Applicants who are the most qualified and possess the knowledge, skills and abilities outlined in the job announcement will be invited to test and appear before an Oral Assessment Panel. The Oral Assessment Panel will complete its assessment and recommend the most qualified applicants to the Director of Rental Housing Division who will interview the most qualified applicants. Final selection will be made by the CEO/ 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

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.

-The Stanislaus Regional Housing Authority is an equal opportunity employer.

-Stanislaus Regional Housing Authority is also a qualified employer for the Public Service Loan Forgiveness (PSLF) program. The PSLF program forgives the remaining balance on your Direct Loans.

The 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.

ELIGIBILITY SPECIALIST I/II
SUPPLEMENTAL QUESTIONNAIRE

This supplemental questionnaire must be returned with your application. Use additional pages if more space is needed.

1. What is your knowledge of the Housing Authority and the programs the Housing Authority administers?

2. What do you believe are the key components of being a successful Eligibility Specialist and how do your skills and or experience match these requirements?

3. Describe your experience working with computer software programs and data entry experience.

4. Please describe what you believe are the key components of good quality customer service.

5. How would you handle negative feedback from a customer?