

HOUSING AUTHORITY
of the
COUNTY OF CONTRA COSTA

Approved: 07/99
HACCC.O02

Reviewed: 00/00/00
Revised: 00/00/00

OFFICE ASSISTANT

DEFINITION/PURPOSE:

Perform a variety of clerical tasks including typing, answering telephones, filing, processing incoming and outgoing mail, and computer entry in support of a supervisor in accordance with established documented procedures; and provide information and assistance to the public regarding Authority policies and procedures.
Assist the Casa Del Rio Manager in determining initial and continuing eligibility of applicants.

DISTINGUISHING CHARACTERISTICS:

This classification has the responsibility to assist in determination of eligibility for an assigned housing complex. The classification is distinguished from the class of Casa Del Rio Manager in that the latter has responsibility for the overall management of the housing complex office and provides supervision to this classification.

SUPERVISION RECEIVED AND EXERCISED:

Operates under the direct general supervision of the Casa Del Rio Manager.

This classification exercises no supervision over other Authority employees.

ESSENTIAL JOB FUNCTIONS: Duties include, but are not limited to, the following:

- Answer the telephone, refer phone calls to the Casa Del Rio Manager or directly answer inquiries.
- Interview residents and applicants for housing assistance and assists them in the completion of required forms, declarations, and verifications.
- Elicits pertinent information on income, other resources and financial obligation.
- Obtains required signatures.
- Reviews applications and declarations for completeness and consistency.
- Obtains information regarding previous landlords, other agencies, and service organizations, and evaluates eligibility and suitability factors against established criteria and policy.
- Maintain client records and performs interim annual reviews to determine continuing eligibility.
- Prioritizes applicant files.

- Operate office equipment incidental to the performance of basic duties, including a personal computer.
- Enter all relevant data to appropriate computer files.
- Assist in preparation of monthly accounts receivable and month-end closure reports.
- Assist in the preparation of necessary federal, state, and county reporting forms.
- Respond to correspondence and general program inquiries.
- Verifies resident's needs for maintenance requests and routes to the Casa Del Rio Manager for action.
- Provide information on Housing Authority programs and related referral services, where appropriate.
- Receive, open and distribute incoming mail and prepare and post outgoing mail. Requisition needed office supplies and forms.
- Process a variety of forms and other documents and review for completeness, consistency and validity, including verification of data, requiring a good understanding of the details of agency programs and the ability to identify and resolved non-standard situations.
- Prepare forms and other documents.
- Maintain good rapport with housing project tenants and all housing project staff.

OTHER JOB FUNCTIONS:

- Perform related duties as assigned.

SPECIAL REQUIREMENTS:

Knowledge of – Housing eligibility requirement and public assistance requirements (e.g. Social Security, Supplement Security Income, and General Assistance). Basic modern office procedures. Correct use of oral and written English and proper grammar, spelling, punctuation, and composition, as well as good vocabulary. Standard business mathematics. Filing, indexing, and cross referencing methods. Operate standard office equipment. Basic Authority organization. Public housing programs and agency rules and regulations. Uses of personal computers.

Ability to – Type at a rate of 45 words per minute from manuscript, printed, or typewritten copy. Effectively interview clients, make referrals, accurately gather, record and evaluate data necessary to determine eligibility. Interpret housing rules and regulations. Make simple mathematical computations. Work independently, prioritize work and make decisions on procedural matters with minimal supervision. Prepare and maintain accurate, concise records and reports. Understand and carry out oral and written instructions. Deal tactfully and courteously with the public. Provide information to the general public about Authority programs and activities. Maintain confidentiality.

Effectively and sensitively relate to the public and coworkers. Communicate clearly and effectively both orally and in writing. Follow policy and adhere to procedures. Effectively and sensitively relate to the public and coworkers. Communicate clearly and effectively both orally and in writing. Follow policy and adhere to procedures. Operate a personal computer using various Windows-based applications programs.

Licenses and Certificates – None required.

California Driver License - Must possess and maintain an applicable California Driver License and driving record acceptable to the Authority's insurance carrier.

Physical Abilities and Work Environment – Sit for lengthy periods of time in a standard indoor office environment. Have manual dexterity enabling manipulation of a telephone and operation of keyboard equipment.

Other – May be required to take a pre-employment physical.

- Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

- Will be required to take a pre-employment physical examination.

- Be bondable.

MINIMUM QUALIFICATIONS:

Any combination of experience and education that would be likely to provide the required knowledge and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge and abilities would be:

Experience – Two (2) years of full-time office clerical experience in housing eligibility determination. Experience in senior housing is desirable.

Education – Graduation from an accredited high school, or possession of an equivalent certificate or diploma recognized by the State of California (e.g. G.E.D.). Possession of an Associates Degree, or two full academic years of training, from an accredited college or university with a major in business administration, social sciences, or related field is desirable.