

CITY OF HEMET

HOUSING TECHNICIAN

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.

DEFINITION:

Under general supervision, assists in the supervision, monitoring and administration of a variety of housing program tasks in the office, at the counter and in the field; oversees the Senior Citizen Minor Home Repair program, the Handicapped Ramp program, and other related programs; explains application processes and procedures related the First-Time Homebuyer and single-family and mobile home rehabilitation programs; demonstrates a full understanding of all applicable policies, procedures and work methods associated with assigned duties; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Housing Technician** is the journey level class in which incumbents are expected to perform the full scope of technical work related to housing programs with minimum supervision. Assignments are characterized by the presence of fairly clear guidelines from which to make decisions and the availability of supervision when required. This classification is distinguished from the next higher classification of Housing and Code Enforcement Manager in that the latter has overall responsibility for the Housing Division.

SUPERVISION RECEIVED/EXERCISED:

Receives general supervision from the Housing and Code Enforcement Manager. Incumbents in this class do not routinely exercise supervision.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Performs a variety of housing program tasks in the office, at the counter and in the field; oversees the Senior Citizen Minor Home Repair program and the Handicapped Ramp program, and other related programs; explains application processes and procedures related the First-Time Homebuyer and single-family and mobile home rehabilitation programs; demonstrates a full understanding of all applicable policies, procedures and work methods associated with assigned duties.
- Interprets and explains housing programs, ordinances, policies and processes with applicants; conducts marketing and public outreach activities to inform the community of the availability and eligibility requirements for housing services and programs; accepts and analyzes applications to determine and verify eligibility and consistency with program criteria.
- Assists in selecting contractors to perform work in the Mobile Home Repair program, which may include fixing leaking roofs, toilets, garbage disposals etc. for qualifying low-income senior citizens; inspects fieldwork done by contractors.

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- Maintains information related to income and rent level requirements for various programs; collects loan applications for the First Time Home Buyer and Home Rehabilitation programs; submits loan papers to an outside consultant for processing; mails deeds and promissory notes; issues money to qualifying individuals; routes payoff checks for loans to the Finance Department.
- Maintains clear, concise and comprehensive records and reports related to programs; works with the State in coordinating the various program contracts and to collect program funding; prepares the State Controllers report; composes and types correspondence, reports, forms and specialized documents.
- Ensures program compliance with a variety of applicable federal, state and local laws, codes and regulations; oversees the Handicapped Ramp program in which the City receives annual special funding; reviews all applications; decides who should receive the funding for the installation of a ramp.
- Works with landlords who receive funding through the Rental Rehabilitation program; advises landlords on how to maintain records on perspective residents who may qualify for low-income rentals; ensures that rent is being kept at the required level.
- Responds to questions and concerns from the public, landlords, departmental staff and other agencies; provides information as appropriate and resolves service issues and complaints; cooperates and coordinates activities with other agencies and organizations; attends community meetings, including the monthly CARE meeting; provides referrals for County run programs, shelters, food banks etc.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, kneeling, squatting, and stooping in the performance of daily activities. The position also requires repetitive hand movement and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires both near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Housing Technician**. A typical way of obtaining the required qualifications is to possess the equivalent of one year of experience in determining eligibility of

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applications for housing programs in a municipality directly related to housing assistance, and a high school diploma or equivalent.

License/Certificate:

Possession of, or ability to obtain, a valid Class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

Knowledge of:

Modern principles and practices of housing assistance programs and related requirements; basic mobile home and housing rehabilitation; income and rental rates necessary to comply with state programming requirements; basic principles of mathematics; applicable federal, state and local laws, codes and regulations relating to the provision of housing assistance programs; methods and techniques of scheduling work assignments; standard office procedures, practices and equipment; modern office equipment, including a computer and applicable software; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Advise and assist program participants in obtaining and maintaining housing assistance; work with the public in a courteous and friendly manner; perform mathematical calculations quickly and accurately; interpret, explain and apply applicable laws, codes and regulations; read, interpret and record data accurately; organize, prioritize and follow-up on work assignments; work independently and as part of a team; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow written and oral directions; observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate standard office equipment, including a computer and variety of word processing.