

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE:

Housing Assistant

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>	<u>Department</u>	<u>Reports To</u>
B	2	1	Non-Exempt	Public Housing Intake	Housing Intake Manager

CLASS SUMMARY:

This position is responsible for providing assistance to individuals applying for various housing programs. Responsibilities may include responding to inquiries; screening applicants; verifying applicant information; and performing standard office tasks.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1.	Responds to routine and non-routine program inquiries from applicants and others.
2.	Screens applicants for initial eligibility for housing programs.
3.	Collects and verifies employment, landlord, and related applicant information to ensure accuracy and completeness of housing program applications.
4.	Performs rent calculations.
5.	Processes applications for housing programs in accordance with established timelines.
6.	Performs office tasks, including: reviewing documents for accuracy; preparing and sending mail; and providing customer service to applicants and others.
7.	Performs other duties of a similar nature or level.

TRAINING AND EXPERIENCE (positions in this class typically require):

High School Diploma or equivalent (G.E.D.); 1-3 years of related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS (positions in this class typically require):

Licensing Requirements:

- None

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Eligibility requirements of housing programs;
- Programs and services of an assigned area;
- Program application requirements;
- Standard mathematical concepts;
- Customer service principles.

Independent Judgment/Decision Making/Problem Solving:

Performs tasks and duties under general supervision, using established procedures and some innovation. Chooses from limited alternatives to resolve problems. Occasional independent judgment is required to complete work assignments. Often makes recommendations to work procedures, policies, and practices. Refers unusual problems to supervisor.

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SKILLS (position requirements at entry):

Skill in:

- Providing customer service;
- Screening applicants for program eligibility;
- Performing standard calculations;
- Reviewing documents for accuracy;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, and others sufficient to exchange or convey information and to receive work direction.

PHYSICAL REQUIREMENTS:

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

SIGNATURES:

EMPLOYEE

SUPERVISOR