

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE:

Housing Assistant - RAP

<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	Section – 8 RAP	Assistant Section 8 Director

CLASS SUMMARY:

This position is responsible for performing technical and support tasks related to housing programs. Tasks require comprehensive knowledge of housing program operations, requirements, rules, and regulations. Under general supervision, provides administrative support and performs special projects for the Section 8 Housing Choice Voucher Program.

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

1.	Organizes and assigns files to review staff for lease and contract processing and maintains associated records of processing. Improves and streamlines processes through automation.
2.	Coordinates, monitors and maintains all records for lead regulation compliance for units contracted under the Program.
3.	Processes items associated with owner and tenant non-compliance issues including correspondence and termination of contracts.
4.	Performs non-routine office tasks, including: responding to a range of inquiries from tenants, owners, and others; and performing related tasks.
5.	Performs standard office tasks, including: answering phones, directing calls, and taking messages; printing and mailing letters; and preparing lists of tenants with active leases.
6.	Maintains, tracks and reports exterior extension agreements for audit compliance.
9.	Performs other duties of a similar nature or level.

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

Associate's degree in related field; 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:

- Customer service principles;
- Housing programs;
- Methods of preparing correspondence;
- Federal, state, and local laws, rules, and regulations;
- Computers and related software.
- Landlord and Tenant follow up for process

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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.

SKILLS (position requirements at entry):

Skill in:

- Providing customer service;
- Preparing correspondence;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, 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