

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE: Senior Housing Assistant – Certification Specialist

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>	<u>Department</u>	<u>Reports To</u>
B	2	2	Non-Exempt	Section 8 - RAP	Program Manager

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. Responsibilities may include conducting investigations; preparing correspondence; processing documents; providing assistance to residents; and performing standard support tasks.

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

1.	Conducts eligibility interview of participants to determine tenant eligibility. Computes tenant rent/income accurately and prepares all materials necessary to maintain a timely recertification schedule, and maintains all records/files required to ensure the accurate processing of cases which includes adjusting tenant files as needed
2.	Assures that all documentation has been verified utilizing the State Wage and Information Collection Agency (SWICA) and the Enterprise Income Verification (EIV) system
3.	Communicates regularly with clients, and the public in person and by phone
4.	Collects, updates, and edits tenants' information for submission to Public Housing Information Center (PIC).
5.	Prepares written correspondence relating to client terminations.
6.	Performs standard support tasks, including: collecting and updating tenant information; receiving mail; and performing related tasks.
7.	Participates in the orientation of tenants/applicants in briefing sessions on procedures
8.	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;
- Standard mathematical concepts;
- Methods of preparing correspondence;
- Federal, state, and local laws, rules, and regulations;
- Computers and related software.

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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;
- Performing calculations;
- 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