

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE: Senior Housing Assistant - Intake

<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 - Integrity

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.	Performs tasks related to investigations, including: conducting and reviewing background checks on program applicants; gathering evidence and interviewing tenants and owners in investigating potential violations of program requirements; assisting in presenting evidence in hearings.
2.	Prepares correspondence, including: drafting denied admission notices to program applicants as appropriate; preparing letters notifying residents of potential ineligibility for programs; and preparing repayment agreements for tenants that owe money to a program.
3.	Collects and reviews criminal background documents, and other confidential documents in accordance with program application processes.
4.	Reviews applicant files and makes recommendations for approval or denial.
5.	Prepares correspondence to applicants/participants that are denied admission/participation into the program.
6.	Assists in determining the amount to be recovered as a result of any fraud cases in accordance with HUD rules and guidelines.
7.	Monitors fraud recovery, follows up on repayment agreements in a timely manner, and accepts payments from fraud recovery and tenant accounts receivable cases.
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;
- Methods of processing background checks;
- 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;
- Performing lease up tasks;
- 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