



**HOUSING AUTHORITY OF THE COUNTY OF SAN JOAQUIN
OPEN/PROMOTIONAL OPPORTUNITY**

February 7, 2018

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| Position | Program Assistant |
| Assignment | Public Housing |
| Work Hours | Shall fall within the hours between 7:00 A.M. & 5:00 P.M. (Regular) |
| Monthly Salary Range | \$3075.00-\$3848.00 |
| Supervisor | Asset Manager |
| Final Filing Date | February 21, 2018. |

Application Requirements

An official Housing Authority application form must be submitted to Human Resources Department by the final filing date. Incomplete applications cannot be revised after the final filing date. Resumes may be submitted as additional information only.

Selection Procedure

1. Applicants' qualifications will be evaluated and applicants who clearly appear to be qualified in terms of job prerequisites are eligible to be invited to an interview. Examples of acceptable combinations of education, training and experience include:
 - 8 years experience may be substituted for a BA degree.
 - 4 years experience may be substituted for an AA degree.
 - The length of a training and/or certificate program may be substituted on a 2:1 exchange of months attended for experience (2 months attendance equals 1 month of experience.)
2. Quality ranking factors will be knowledge and ability, education, training and/or experience, and required skills necessary for successful job performance. Candidates will be rated on each factor and must receive a majority of acceptable ratings and an average rating of 70 or better to qualify for ranking.
3. The final selection of candidates to fill these vacancies shall be made from among those recommended, in accordance with the evaluation of the candidates relative to the needs of the Authority.

Position Description Attached



Position Description

Position Title: Program Assistant

Pay Classification: Non-Exempt

Supervisor: Asset Manager

Effective Date: 02/06/18

Position Summary

Under close supervision, the Program Assistant performs general clerical and administrative work. Work may include data entry, receiving and distributing materials, answering telephones, processing work orders, maintaining files and records, mailing verifications, customer follow-up, answering questions, and generating correspondence. Performance of the duties requires excellent clerical and administrative skills and a thorough knowledge of modern office equipment.

Essential Job Functions *(If necessary, individuals with disabilities are encouraged to request reasonable accommodations to assist them in performing the essential functions of this position.)*

1. Responsible for providing clerical support to department staff, including answering incoming calls, routing calls, greeting visitors, answering questions from residents and work order processing. May serve as the Authority's receptionist.
2. Receives and processes mail as requested by department staff.
3. Prepares correspondence, memoranda, agreements, reports, etc., as assigned which includes typing filing, data management, planning, organizing and scheduling. Responsibilities may include receiving, distributing, computing and managing maintenance work orders on a database.
4. Assists department staff in preparing, examining, checking, and verifying statistical reports, work orders and residents files for completeness, accuracy, computation and clarity.
5. Monitors unit vacancies including preparing move in and out reports.
6. In the course of performing clerical duties, operates various standard office equipment such as computer terminals, typewriters, copy machines, calculators, postage meters, etc. Maintains maintenance records and instruction manuals on office equipment, schedules routine and emergency maintenance calls for office equipment.
7. Responsible for requisition and inventory of office supplies.
8. Performs other duties as required including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.



Required Knowledge and Abilities

1. Knowledge of local, state and federal laws governing assisted housing programs, including resident selection, owner/resident regulations, leasing and eviction rules and regulations, maintenance policies, guidelines rules and regulations as well as the purpose, policies, administrative procedures and regulations of the Authority.
2. Knowledge of standard clerical procedures, including scheduling, mail distribution, and telephone etiquette.
3. Knowledge of modern office equipment including, copiers, personal computers, calculators, facsimile machines, etc.
4. Ability to present ideas in a clear and concise manner, both orally and in writing.
5. Ability to understand and follow written and oral instructions.
6. Ability to learn assigned clerical tasks readily and to adhere to prescribed departmental routines.
7. Ability to work effectively with customers and the general public.
8. Ability to maintain clerical records.
9. Ability to establish and maintain effective working relationships with co-workers, residents, HUD, and local, state, and federal officials.
10. Ability to type at a rate of 40 words per minute.

Minimum Education, Training and/or Experience

1. Graduation from a high school, vocational school, or equivalent.
2. A minimum of three- (3) years responsible clerical experience involving public contact.
3. An equivalent combination of education, training and experience, which provides the required knowledge and abilities, may be substituted on a two for one basis.

Additional Requirements

1. Must be able to operate a variety of automated office machines including computers, copiers, printers, facsimile machines, telephones, etc.
2. Must be able to work, move, or carry objects or materials such as files, computer printouts, reports, calculators, office supplies, etc.
3. Must possess and maintain an applicable California Driver's License and a driving record acceptable to the Authority's insurance carrier. (Exceptions will be considered on a case by case basis)