

OPEN EMPLOYMENT OPPORTUNITY

October 24, 2018



Position	Leasing Specialist				
Assignment	Housing Choice Voucher Program (HCVP)				
Work Hours	Shall fall within the hours between 7:30 A.M. & 5:30 P.M.				
Salary Range (Monthly)	Step A \$3,954	Step B \$4,151	Step C \$4,359	Step D \$4,577	Step E \$4,806
Supervisor	Assistant Director of Rental Assistance				
Final Filing Date	Open Until Filled				

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. Applications are available online at hacsj.com or at 448 S. Center Street, Stockton, CA 95203 and may be submitted by mail, in person, by [email to nglossa@hacsj.com](mailto:nglossa@hacsj.com) or by Fax to (209) 460-5117.

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 these and other factors 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 by the Executive Director from among those recommended, in accordance with the evaluation of the candidates relative to the needs of the Authority. An eligible/promotional list (if applicable to the posted position) may be established. However, when there are less than three (3) names on the list, or the list has been in place for over one (1) year, or when it is necessary to modify the position description, the Executive Director may require a new list. **All positions generally start at the Step A rate.**

Position Description Attached

Housing Authority of the County of San Joaquin

Leasing Specialist

Supplemental Questionnaire

Name _____

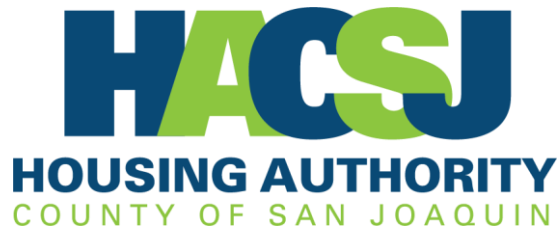
Phone Number _____

Completion of this Supplemental Questionnaire is a necessary part of the examination process and must be submitted with your Application for Employment by the final filing date listed on the Open Position Announcement. Candidates who do not complete the Questionnaire and Application for Employment will be eliminated from the selection process.

The purpose of this supplemental questionnaire is to obtain specific job-related information to evaluate the candidate's qualifications for the Leasing Specialist position.

Be sure to answer all questions completely and accurately. Describe specific, relevant examples from your background. Please limit your response to one page per question. Type your response and state your name and Phone number on each page.

1. The Leasing Specialist position requires case management experience. A Leasing Specialist may be assigned a caseload of approximately 500 participants per year where eligibility is determined. Describe in detail, your experience in eligibility caseload management. Also include the maximum number of cases you've managed per month/year.
2. Describe your experience in dealing with tenants and landlords. Include any experience mediating tenant/landlord conflicts.
3. The Leasing Specialist position requires program compliance enforcement. Describe your experience with enforcing program compliance. Include a situation where you determined program compliance was not satisfactorily met and the course of action you took.
4. Describe a time when you turned a negative customer service experience into a positive one. What was the situation, what were your actions, and what was the outcome?



Position Description

Position Title:	Leasing Specialist	Pay Classification:	Non-Exempt
Supervisor:	Assistant Director of Rental Assistance	Effective Date:	02/23/2018

Position Summary

The Leasing Specialist is responsible for the coordination and implementation of administrative duties related to the Authority's Assisted Housing Programs. Incumbent is responsible for conducting annual, special, and interim re-examination for an assigned caseload, and any other service related activities for program participants. Performs clerical work which includes data entry, maintaining files and records, mailing verifications, customer follow-up, answering questions and generating correspondence.

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. Enforces the policies and procedures established in the Section 8 and/or Public Housing Administrative Plan and corresponding written procedures in scheduling and conducting initial, annual, special and interim re-certifications of Section 8/Public housing participants. Verifies all information and calculations regarding the total tenant payments, while preparing required forms and correspondence.
2. Establishes and maintains rapport with participants and mediates problems and complaints. May investigate possible fraud allegations and determine outcomes.
3. Maintains assigned case records, terminates contracts and assistance or reduces the amount of assistance, completes data entry into the computer system on all assigned cases and HUD forms in accordance with HUD regulations and Authority policies.
4. Performs duties related to the management and maintenance of the Authority's assisted housing programs, including contracts, special programs, and projects, including but not limited to, portability, reports on status of caseloads, and programs for special need populations.
5. Individual may perform other related duties as assigned 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 purposes, policies, and regulations, rules, general operations, and procedures that govern the Authority's assisted housing programs.
2. Knowledge of the local, state, and federal laws governing public and other subsidized housing programs including tenant selection, landlord/resident regulations, leasing of property and evictions under the Authority's assisted housing programs.
3. Knowledge of local, state and federal community social services and funding sources including knowledge of social trends and economic conditions and their application to overall community service programs including the sources and availability of information relating to social services with the ability to secure the confidence and cooperation of other public agencies.
4. Knowledge of report preparation techniques and procedures and a demonstrated ability to maintain clerical records and prepare and evaluate professional and technical reports.
5. Knowledge of modern office equipment including but not limited to copiers, personal computers, mainframe terminals, scanners, calculators, facsimile machines, etc.

6. Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the Authority and HUD in planning, promoting and evaluating housing and housing related programs.
7. Ability to plan, organize, and schedule work assignments in a timely manner.
8. Ability to prepare and present ideas in a clear and concise manner, both orally and in writing, as well as communicate with people from a broad range of socio-economic backgrounds.
9. Must perform basic mathematical computations.
10. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state and federal officials.

Minimum Education, Training and/or Experience

1. Graduation from high school or equivalent, including technical courses and/or training in Business Administration is highly desirable.
2. Two (2) years experience preferably in an assisted housing program with working knowledge and ability to work with computers.
3. An equivalent combination of education, training, and experience, which provide 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 stoop, kneel, crawl, push, move, or carry objects or materials such as files, computer printouts, reports, calculators, office supplies, etc.
3. Must be able to access a variety of housing structures.
4. Must obtain an Occupancy Specialist Certificate within six (6) months of probationary hire.
5. Bilingual in either English/Spanish or English/Southeast Asian preferred.
6. 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)



The Housing Authority of the County of San Joaquin values diversity in its work force and is committed to equal employment opportunity and affirmative action. Minorities, females, and persons with disabilities are encouraged to apply

Equal Opportunity and Drug-Free Environment Employer

To request accommodation as provided by the Americans with Disabilities Act (ADA), please contact the Human Resource Office at (209) 460-5017, California Relay Service Dial 711