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Open Recruitment for Housing Programs Specialist I/II

The Housing Authority of the County of San Mateo (HACSM) is pleased to announce its recruitment for independent, self-motivated individuals to perform a variety of tasks required to maintain eligible households in its rental subsidy programs, while observing regulatory and quality assurance requirements and offering an elevated level of customer service. As of the time of the recruitment opening, there is more than one position available to fill – one position will be for the FSS/Time-Limited Programs team which is primarily responsible for determining initial and ongoing eligibility for the Moving To Work and other specific time-limited programs; and one position will be for the Leasing Team which is primarily responsible for conducting initial, annual/biennial, and interim inspections on units subsidized through various rental programs. The Housing Programs Specialist positions are a full time, permanent position.

HACSM is federally funded through the U.S. Department of Housing and Urban Development (HUD) and provides housing assistance to low-income families throughout San Mateo County with an annual budget of over \$100 million. The administration and oversight of vouchers and the households utilizing them requires persons adept at learning complex rules and regulations efficiently and effectively.

HACSM is a component unit of the County of San Mateo but a separate entity that utilizes different case management and financial reporting systems from the County. HACSM has separate payroll and benefits from the County of San Mateo; HACSM employees are not County employees.

Position: Housing Programs Specialist I/II

Posting Date: May 9, 2023

Deadline Date: Open until position is filled; the position could be filled at any time.

Salary Range: HPS I - \$60,080 to \$75,119 Annually
HPI II - \$67,428 to \$84,281 Annually

Benefits Include: Health insurance (Kaiser), dental and vision coverage, 13 paid holidays per year, vacation leave allowance, sick leave allowance, flexible spending accounts (FSA) for childcare and unreimbursed medical expenses, and a defined contribution retirement plan.

Distinguishing Characteristics:

Housing Programs Specialist I is the entry level of this classification. Initially, under close supervision, incumbents are trained to perform eligibility, occupancy, and housing inspection functions according to regulations and established procedures and utilizing dedicated housing case management systems. As experience is gained, there is greater independence of action. This class is flexibly staffed with Housing Programs Specialist II. Incumbents may advance to the higher

level after gaining experience, demonstrating proficiency, and passing any required certifications. **All new hires will be placed in the Housing Programs Specialist I classification level.**

Housing Programs Specialist II is the journey level of this classification, fully competent to independently perform any or all HPS duties including housing inspections, rent negotiations, eligibility determination and other duties related to the class. All positions are characterized by the presence of regulations and guidelines from which to make decisions, although the frequent use of tact, discretion, initiative, and independent judgment are required.

Example of Duties:

Duties may include, but are not limited to, the following:

- Interview housing applicants and participants to obtain initial and ongoing program eligibility information and determine eligibility and subsidy amount.
- Ensure compliance with applicable HUD regulations and HACSM policies and procedures.
- Review and verify submitted information to determine initial and ongoing eligibility for various housing programs.
- Review, approve, and track various program referrals.
- Conduct initial and ongoing program briefings for clients.
- Track progress for clients who are in housing search.
- Utilize various software application systems to meet program requirements.
- Inspect units according to Housing Quality Standards (HQS) - requires travel to various sites throughout San Mateo County.
- Prepare, complete, and distribute various housing forms and documents as required to complete the eligibility processes.
- Conduct rent reasonableness surveys and negotiate rents with owners to determine and certify rent comparability.
- Provide good customer service by responding to questions and complaints and mediating disagreements between applicants, participants, landlords, owners, and others.
- Investigate possible fraud situations.
- Make referrals to community resources and other human services programs and attend community meetings, as needed.
- Maintain and monitor various tracking systems and lists.
- Establish and maintain electronic files and records.
- Update, input, edit and retrieve housing program information and generate standard forms and reports.
- Perform general office work and operate standard office equipment.
- Perform other related duties as assigned.

Qualifications:

NOTE: The level and scope of the knowledge, skills, and abilities listed below are related to job duties as defined under Distinguishing Characteristics.

Knowledge of:

- Laws, rules, regulations, procedures, documents and terminology related to affordable housing programs.
- Fair housing principles and regulations.
- Principles and techniques of effective customer service including working with clients and co-workers from culturally and socio-economically diverse backgrounds.
- Principles and practices of effective interviewing, negotiating and case management.

- Principles and practices related to eligibility determination, field inspections, referral, and real estate lease/rental.
- Principles and practices of the agency Quality Assurance program.
- Available governmental and community human services resources.
- Correct English usage, including grammar, spelling and punctuation.
- Business arithmetic, including percentages and decimals.
- Business software applications such as Word and Excel and business data processing principles and practices.

Skill/Ability to:

- Interview effectively to obtain pertinent personal and financial information.
- Make appropriate eligibility determinations in accordance with housing program standards.
- Inspect housing units for compliance with housing quality standards and negotiate rents with owners.
- Organize, prioritize and coordinate work activities on an ongoing basis to meet deadlines.
- Read, explain and apply rules, policies and procedures.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with colleagues, clients and program partners.
- Use initiative and sound independent judgment within established guidelines.
- Interact with a variety of governmental and community organizations and with people of diverse social, economic and ethnic backgrounds.
- Analyze problems, evaluate alternatives and reach sound conclusions.
- Prepare, maintain and interpret reports and records.
- Prepare clear, effective reports, correspondence, program information and other written materials.
- Make arithmetic calculations with speed and accuracy.
- Walk, climb stairs, stoop and bend on a regular basis.

Experience and Education:

Any combination of education and experience that would likely provide the required knowledge and skills is qualifying, unless otherwise specified. **All new hires will be placed in the Housing Programs Specialist I classification level.**

Selection Process:

This is an open and continuous recruitment until the position is filled. The review and selection process will consist of screening employment applications and responses to supplemental questions. The Housing Authority will contact qualified candidates for departmental interviews. **The position could be filled at any time.**

Current employees in the Housing Programs Specialist I/II position may request a transfer to either team/position. Employees in this category must submit a letter of interest and responses to the supplemental questions. Employees in any other classification must submit the application and responses to supplemental questions.

How to apply:

Visit our website at: www.smchousing.org (Go to the About Us tab along top of screen then select Job Opportunities). To be considered for an interview, a completed HACSM application (or letter of interest for current HPS I/II) and responses to the supplemental questions must be submitted via

e-mail to efernandez@smchousing.org. While resumes are welcome, they are not an acceptable substitute for the application and supplemental questions.

HACSM is an Equal Opportunity Employer. We support building a diverse workforce and encourage applications from all candidates.