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Open Recruitment for Office Specialist

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 technical, complex, and specialized tasks required to support the teams of various affordable housing programs. The position requires persons adept at learning complex, detailed processes quickly. The Office Specialist position is a full time, permanent position.

HACSM is federally funded through the 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 \$150 million.

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: Office Specialist

Posting Date: Friday, March 29, 2024

Deadline Date: Friday, April 12, 2024

Salary Range: \$61,505 to \$76,882 Annually

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

Distinguishing Characteristics:

This is the technical specialist level in the office support series. Positions in this class require a definable body of knowledge and skills which exceed those required by other office support workers and is not normally learned on the job in a brief period. Responsibilities include the performance of technical, complex, and specialized office support work requiring the regular use of independent judgment and initiative. Lead direction of others is not a regular part of the job, although project or relief leadership may be required.

Example of Duties:

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

- Perform complex, technical and/or specialized office support work, which may require the exercise of independent judgment, the application of technical skills and a knowledge of detailed or specialized activities related to the department to which assigned.

- Research and assemble information from a variety of sources for the completion of forms or the preparation of reports; make arithmetic or statistical calculations.
- Provide information to the public that requires the use of judgment and the interpretation of policies, rules, or procedures.
- Organize, maintain, and purge various departmental files.
- Type or compose correspondence, reports, forms, and specialized documents from drafts, notes, or brief instructions, using a computer.
- Proofread and check various document types for accuracy, completeness, and compliance with departmental policies and regulations.
- Monitor emails and voice mail daily and respond to inquiries accordingly and/or direct inquiries to appropriate staff.
- Enter and retrieve data and prepare reports using an on-line or personal computer system; review such reports for accuracy and make corrections, as required.
- Operate standard office equipment such as copiers, phones, and scanners.
- Oversee and personally perform a variety of office administrative details such as evaluating needs for office supplies and ordering office supplies, arranging for the repair of equipment, transmitting information to program participants and landlords, and keeping reference materials up to date; may arrange meetings by notifying participants and reserving rooms, etc.
- Assist as back-up receptionist and receive and screen visitors on an as-needed basis; communicate effectively and professionally with a diverse population.
- May train others in work procedures or direct the work of others on a project or relief basis.
- Perform related duties as assigned.

Qualifications:

Knowledge of:

- Office administrative practices and procedures, including filing and the operation of standard office equipment.
- Basic business data processing principles and the use of computer system.
- Policies and procedures related to the team to which assigned.
- Proper form for typed materials.
- Business arithmetic, including percentages and decimals.
- Correct English usage, including spelling, grammar, and punctuation.
- Record keeping principles and procedures.

Skill/Ability to:

- Perform technical, specialized, and complex office support work.
- Organize, prioritize, and coordinate work activities.
- Read, interpret, and apply rules, policies, and procedures.
- Organize, research and maintain office files.
- Establish and maintain effective working relationships with those contacted in the course of the work.
- Compose routine correspondence from brief instructions.
- Make arithmetic calculations with speed and accuracy.
- Use initiative and sound independent judgment within established guidelines.

- Operate standard office equipment, including a personal computer, telephone, copier, printer, and scanner equipment.

Minimum Requirements:

Any combination of education and experience that would likely provide the required knowledge and skills is qualifying unless otherwise specified.

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 and responses to the supplemental questions must be submitted to dmcintyre@smchousing.org no later than **5:00 p.m. on Friday, April 12, 2024**. While resumes are welcome, they are not an acceptable substitute for the application and supplemental questions.

Selection Process:

The selection process will consist of reviewing employment applications and responses to the supplemental questions. The Housing Authority will contact qualified candidates for an oral panel interview and written exercises.

The Housing Authority of the County of San Mateo is an Equal Opportunity Employer. We support building a diverse workforce and encourage applications from all candidates.