



Main Office - Department of Housing
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Housing Authority of the County of San Mateo
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Open and Promotional Recruitment for Housing Programs Specialist I

The Housing Authority of the County of San Mateo (HACSM) is pleased to announce its recruitment for an independent, self-motivated individual to join 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 I position is 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 \$150 million. The administration, oversight and utilization of Vouchers and 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 San Mateo County employees.**

Position: Housing Programs Specialist I

Posting Date: Thursday, April 18, 2024

Deadline Date: Friday, May 10, 2024

Salary Range: HPS I - \$66,367 to \$82,976 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:

Housing Programs Specialist I is the entry level of this classification. Initially, under close supervision, incumbents are trained to perform eligibility and occupancy functions according to regulations and established procedures and utilizing dedicated housing case management systems. As experience is gained, there is greater independence.

Example of Duties:

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

- Inspect units according to Housing Quality Standards (HQS) and/or National Standards for the Physical Inspection of Real Estate (NSPIRE) – this position requires travel to various sites throughout San Mateo County.
- Ensure compliance with applicable HUD regulations and HACSM policies and

procedures.

- Conduct rent reasonableness surveys and negotiate rents with owners to determine and certify rent comparability.
- Review, approve, and track various program referrals, if applicable.
- Conduct program briefings for applicants and participants, as needed.
- Utilize various software application systems to meet program requirements.
- Prepare, complete, and distribute various housing forms and documents as required to complete the eligibility processes.
- 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:

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.
- 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 applicable housing 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 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.

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, May 10, 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.

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