



Housing Programs Specialist I/II (Open and Promotional)

\$33.50 - \$47.00 Hourly
\$5,807.50 - \$8,146.67 Monthly
\$69,690.00 - \$97,760.00 Annually

The Housing Authority of the County of San Mateo is pleased to announce its recruitment for the position of **Housing Programs Specialist I/II**.

The Housing Programs Specialist will perform the variety of tasks required to maintain eligible households in the rental subsidy programs, while observing regulatory and quality assurance requirements and offering an elevated level of customer service. The person selected for this position will work as part of the Voucher Other team— and will be responsible for determining initial and ongoing eligibility for the various housing programs.

We are looking for applicants who are:

- Self-motivated and comfortable working independently and as part of a team.
- Adept at learning complex rules and regulations and applying them effectively and efficiently.
- Interested in public sector work and supporting community members in their efforts to secure affordable housing.

At the **Housing Programs Specialist I** level, incumbents are trained to perform eligibility, occupancy, and housing inspection functions according to regulations and established procedures. The position requires utilizing dedicated housing case management systems including Yardi and Laserfiche. The annual salary range at the Housing Programs Specialist I level is **\$69,690 - \$87,126**.

At the **Housing Programs Specialist II** level, incumbents independently perform all duties including rent negotiations, eligibility determination, portability, and other duties of the position. Both levels are characterized by the presence of HUD and HACSM regulations and guidelines from which to make decisions, although the frequent use of tact, discretion, initiative, and independent judgment are required. The annual salary range at the Housing Programs Specialist II level is **\$78,280 - \$97,760**.

This is a full-time, regular position. The Housing Programs Specialist will be hired on a 9/80 schedule with every other Friday off).

WHAT YOU WILL DO

- Interview housing applicants and participants to obtain program eligibility information.
- Review and verify submitted information.
- Determine eligibility and subsidy amount and communicate this to applicants and program participants.
- Ensure compliance with application HUD regulations and HACSM policies and procedures.
- Conduct participant eligibility recertifications and interims.
- Track progress of clients who are in housing search.
- Advise participants (tenants and landlords) of program requirements and changes.

- Provide excellent customer service by responding to questions and complaints and mediating disagreements between applicants, participants, landlords, owners, and others.
- Make referrals to community resources and other human services programs.
- Utilize various software application systems and establish and maintain electronic files and records.
- Prepare, complete, and distribute various housing forms and documents as required to complete the eligibility processes.
- Investigate possible fraud situations.
- Attend community meetings, as needed.
- Perform other duties as assigned.

WHAT YOU WILL NEED

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

Relevant knowledge includes:

- Laws, rules, regulations, procedures, documents, and terminology related to affordable housing programs, especially the Housing Choice Voucher program.
- 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, business arithmetic, and business software applications.
- Proficiency in Microsoft Office Suite (particularly Excel), Laserfiche, and Yardi; strong Yardi skills are especially desired.

You should possess the Skills and Abilities to:

- Interview effectively to obtain pertinent personal and financial information.
- Make appropriate eligibility determinations.
- Resolve problems and disputes concerning program regulations, rent shares, owner obligations, and family responsibilities.
- Organize, prioritize, and coordinate work activities to meet deadlines.
- Read, explain, and apply rules, policies, and procedures as outlined by HUD and HACSM.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with colleagues, clients, and program partners.
- Use initiative, sound independent judgment, and discretion with sensitive information.
- Interact with a variety of governmental and community organizations.
- Interact 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.

The Housing Authority of the County of San Mateo

With an annual budget of more than \$150 million, the Housing Authority of the County of San Mateo (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. In San Mateo County, HACSM is a component unit of the Housing Department of the County of San Mateo but is a separate entity that utilizes different case management and financial reporting systems. In addition, HACSM has separate payroll and benefits from the County of San Mateo and HACSM employees are not County employees.

The Housing Authority serves over 4,700 low-income households by providing rental subsidies so that they may rent in privately owned properties in San Mateo County's expensive housing market. Currently, approximately 1,700 property owners participate in the HACSM's programs. By leveraging its Moving-To-Work (MTW) status and collaborating with Housing and Community Development division of the Housing Department, the Housing Authority also provides funding and support in preserving existing and developing new, affordable housing units.

APPLICATION / EXAMINATION

This is an Open and Promotional Recruitment. Anyone may apply.

The examination process for this recruitment will consist of an Application Screening (weight: pass/fail), and an Interview (weight: 100%), which may include the evaluation of a brief writing exercise or exam given immediately preceding the interview. Applicants must successfully pass the Application Screening to move forward to the interview. Candidates must successfully pass the interview to be placed on the eligible (hiring) list.

Depending on the number of applications, a screening committee may select those applicants whose education and/or experience appear to best meet the needs of the position. For that reason, not all applicants with the minimum qualifications are guaranteed to advance through the recruitment.

All examinations will be given in San Mateo County, California, and applicants must participate at their own expense.

IMPORTANT: Applications for this position will only be accepted online. If you are currently on the County's website, you may click "**Apply**". If you are not on the County's website, please go to <https://jobs.smcgov.org/> to apply.

In addition to completing the standard Employment Application form, responses to the Supplemental Questionnaire (attached to the application form) must also be provided.

TENTATIVE RECRUITMENT SCHEDULE

Recruitment Opens: July 22, 2025

Deadline for Applications: August 5, 2025, by 11:59 PM

Application Screening: August 12-14, 2025

Panel Interviews: August 26-27, 2025

**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.**

Talent Acquisition Analyst: Chet Overstreet (0722025) (Housing Programs Specialist I/II)

This recruitment is being facilitated by the Human Resources Department of the County of San Mateo for the Housing Authority of San Mateo County. This position is a Housing Authority position.

Housing Programs Specialist I/II (Open and Promotional) Supplemental Questionnaire

***QUESTION 1**

Please provide your responses to the following questions. Be concise and specific. Neatness, clarity of expression and ability to follow instructions will be considered in the evaluation process. A resume will not be accepted as a substitute for your responses. I have read and I understand these instructions.

Yes

No

***QUESTION 2**

Briefly describe how your education and experience have prepared you for this position. Include the subsidized housing programs in which you have worked. Include your title, length of time in the position, and duties performed.

***QUESTION 3**

Please describe the experience you have that would enable you to perform a) The eligibility determination duties of this position. b) The interviewing skills required for this position. c) The case management and record-keeping skills for this position.

***QUESTION 4**

What strengths do you possess that you think will be beneficial if selected for this position?

*** Required Question**