



**Date:** January 6, 2021  
**To:** Civil Service Commission  
**From:** Desiree Davalos, Personnel Analyst  
**Subject:** **REQUEST TO APPROVE REVISED CLASSIFICATION SPECIFICATION –  
HOUSING ASSISTANCE COORDINATOR**

---

On December 23, 2020, the Civil Service Department received correspondence from Fred Verdugo, Acting Director of Human Resources, requesting the Civil Service Commission approval of the revised classification specification for Housing Assistance Coordinator. Staff has reviewed this request and recommends the approval of the revisions to the classification specification, in accordance with Article XI, Section 1101 (d) of the City Charter.

**Facts for Consideration:**

- The classification of Housing Assistance Coordinator can be found solely in the Health Department.
- The Classification Specification of Housing Assistance Coordinator was adopted November 29, 2000.
- The proposed changes to the Housing Assistance Coordinator classification specification are as follows:
  - **Definition Section:** Removed “the federal Section 8 Rental Assistance Program and/or other” language to clarify that all housing assistance programs under the Housing Authority are included in the definition.
  - **Examples of Duties Section:** Updated current range of duties and responsibilities in conjunction with industry standards and as stated on past job bulletins. All updates have been reviewed by the Health Department, Human Resources Department, and Association of Machinists and Aerospace Workers (IAMAW).
    - Removed outdated duties and added current responsibilities.
    - “May” has been removed from bullets 8 and 9 to clarify that holders of the position will perform these duties.
    - The additional duty of “May work on rotation to support the Housing Authority Bureau’s various units” was added as this a responsibility of the position.

January 6, 2021

Page 2

- **Minimum Qualifications:** Updated the requirements with specific language to include:
  - A bachelor's degree in Business or Social Science related field AND Two years of increasingly responsible work for a public housing authority.
  - Additional experience may be substituted for the required education on a year-for-year basis to the extent that the experience has prepared the individual to perform the duties of the classification.
- **Knowledge, Skills, and Abilities:** Added Knowledge, Skills, and Abilities (KSA) section to clarify KSA requirements for the positions.
  - Included updated language regarding housing assistance program information. "Knowledge of HUD..." bullet has been split into two bullets, to include specific and modern program knowledge required.
  - Additional requirements added and updated as required for the position
  - "Willingness to work overtime and occasional weekend hours as required" added to clarify this requirement for the position.
- Staff worked with the Health Department on the proposed changes to the Housing Assistance Coordinator specification.
- Staff has completed its meet and confer obligation on September 30, 2020 and December 4, 2020 with the International Association of Machinists and Aerospace Workers (IAMAW) union regarding the proposed changes
- The Health Department, Human Resources Department, and the International Association of Machinists and Aerospace Workers (IAMAW) Representatives, have been informed that this request is on today's agenda and representatives from the Health Department and the Human Resources Department will be present to respond to any questions from the Civil Service Commission.

Date: December 22, 2020

To: Civil Service Commission

From: Fred Verdugo, Acting Director of Human Resources



Subject: **CLASSIFICATION SPECIFICATION UPDATE – HOUSING ASSISTANCE  
COORDINATOR**

---

Attached for your consideration is an update to the Housing Assistance Coordinator Classification Specification. The Health Department identified a need to update the classification specification to maintain consistency with recent Civil Service job bulletins. Minor changes were made throughout the classification specification to modernize language. In addition, the minimum qualifications section was revised to remove experience in occupancy and property management.

Human Resources staff worked with Civil Service and the Health department to complete the meet and confer process. Having completed the meet and confer obligation with the pertinent association, we are now requesting that the Commission adopt the Housing Assistance Coordinator classification specification changes as outlined for your review and approval.

Should you have any questions regarding this item, please contact Khristina Coston, Human Resources Officer at (562) 570-6440.

FV:KC:TH

#### Attachments

Housing Assistance Coordinator Class Specification.

cc: Christina P. Winting, Executive Director, Civil Service  
Kelly Colopy, Director of Health and Human Services  
Dana Anderson, Acting Deputy Human Resources Director  
Elizabeth Calixtro, Labor Relations Officer, Human Resources  
Khristina Coston, Human Resources Officer, Human Resources

---

**TITLE:**                    **HOUSING ASSISTANCE COORDINATOR**

**DEFINITION:**        Under direction, supervises personnel and/or coordinates activities in housing assistance programs under the Housing Authority.

**EXAMPLES OF DUTIES:**

- Researches current and proposed federal laws and guidelines for housing assistance programs;
- Conducts audits of Housing Authority processes and programs;
- Troubleshoots, participates, or advises in the most difficult cases involving eligibility, Housing Assistance Payment (HAP) calculations, rent, and placement determinations;
- Acts as liaison with the community and maintains communication with owners of assisted housing units;
- Receives and resolves the most difficult complaints from applicants, tenants, owners, and other citizens regarding housing assistance programs;
- Recommends procedures to enhance productivity and the level of service to the public;
- Trains, supervises, and evaluates the work of personnel assigned to housing assistance programs under the Housing Authority;
- Supervises or conducts briefing sessions for various housing programs;
- May assist as a housing representative during the tenant grievance appeal process;
- Assists with bi-monthly Housing Assistance Payment process as well as collections, bank reconciliations;
- May work on rotation to support the Housing Authority Bureau's various units;
- May prepare or coordinate preparation of reports for submission to the U.S. Department of Housing and Urban Development, city departments or agency partners;
- May make presentations at community meetings;
- Performs other related duties as assigned.

**MINIMUM QUALIFICATIONS:**

- A bachelor's degree from an accredited college or university in Business or Social Science related field (proof required)\*.

AND

- Two years of increasingly responsible work for a public housing authority.

Additional experience may be substituted for the required education on a year-for-year basis to the extent that the experience has prepared the individual to perform the duties of the classification.

- Must attend City paid training and obtain certification in Housing Choice Voucher (HCV) Program Management prior to the completion of the probationary period.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Knowledge of the Section 8 Housing Choice Voucher programs including interviewing, HAP (Housing Assistance Payment) calculations, inspecting and reporting requirements;
- Knowledge of Housing and Urban Development (HUD) regulations regarding the Housing Choice Voucher and other rental subsidy programs, including interviewing, inspecting, and reporting requirements;
- Ability to effectively assign, direct, and supervise the work of others;
- Ability to communicate effectively, both orally and in writing often under adverse conditions;
- Ability to communicate with a diverse population.

Willingness to work overtime and occasional weekend hours as required.

A valid California Class C motor vehicle operator's license at time of selection;

### **HISTORY:**

Established as Occupancy Supervisor: 07/01/1976

Revised: 12/11/1980, 05/10/1988, 2/28/1996, 03/12/1997

Title Change from Occupancy Supervisor: 02/12/1997

Consolidated Property Management Specialist and Occupancy Supervisor into Housing Assistance Coordinator: 11/29/2000.

Approval/Adoption Date: 11/29/2000.