



Date: March 3, 2021
To: Civil Service Commission
From: Elsa Ramos, Personnel Analyst
Subject: **REQUEST TO APPROVE REVISED CLASSIFICATION SPECIFICATION:
HOUSING SPECIALIST I-III**

Correspondence has been received from Fred Verdugo, Acting Human Resources Director, requesting Civil Service Commission approval and adoption for the revised classification specification of Housing Specialist I-III. Staff has reviewed this request and recommends approval from the Commission in accordance with Article XI, Section 1101(d) of the City Charter.

Facts for Consideration:

- Article XI, Section 1101(d) of the City Charter grants the Civil Service Commission the powers and duties to create classifications of employees in the classified service, subject to the power of the City Council to establish positions of employment.
- The Housing Specialist I-III performs increasingly more complex activities in the federal Section 8 Rental Assistance Program and/or other housing assistance programs under the Housing Authority.
- The classification specification of Housing Specialist I-III was last updated on November 29, 2000 by the Civil Service Commission.
- The proposed changes to the Housing Specialist I-III classification specification are as follows:
 - **Distinguishing Characteristics:** Updated language to differentiate duties between grade levels.
 - **Example of Duties:** Clarified language in some of the duty statements.
 - **Minimum Qualifications:** Included the following statement: “Willingness and ability to participate in a City paid training and obtain certification in Housing Choice Voucher Specialist prior to the completion of probation (if not already obtained).” This has been part of all prior bulletins and is a critical certification that this position must have in order to complete the position functions.
 - **Knowledge, Skills and Abilities:** Included “willingness to work overtime, weekend and/or holiday hours”, as this is needed given the nature of the position’s workload.

March 3, 2021

Page 2

- The meet and confer obligation was completed on February 3, 2021 and February 22, 2021 with the International of Machinists and Aerospace Workers (IAMAW) union regarding the proposed changes.

The Health and Human Services Department has been advised that this item is on today's agenda. Representatives from the Department will be present to respond to any questions posed by the Civil Service Commission.

Date: February 25, 2021

To: Civil Service Commission

From: Fred Verdugo, Interim Director of Human Resources For: 

Subject: **CLASSIFICATION SPECIFICATION UPDATE – HOUSING SPECIALIST I-III**

Attached for your consideration is an update to the Housing Specialist 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 the language. The Example of Duties, Minimum Qualifications, and KSAs was revised to reflect the current duties and provide a detailed clarification of the requirements.

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 Specialist I-III 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:VK

Attachments

Housing Specialist I-III Classification Specification.

cc:

Dana Anderson, Interim Deputy Human Resources Director
Khristina Coston, Human Resources Officer

TITLE: HOUSING SPECIALIST I-III

DEFINITION: Under supervision, performs increasingly more complex activities in the federal Section 8 Rental Assistance Program and/or other housing assistance programs under the Housing Authority.

REPORTS TO: Housing Assistance Coordinator and/or Housing Assistance Officer

DISTINGUISHING CHARACTERISTICS:

Grade Level I - Journey level position that supports functional areas such as intake, occupancy, special programs, inspections, leasing or program integrity and performs all tasks in the determination of initial eligibility or continued occupancy while training with a Housing Specialist II, III or higher and is under intensive supervision for all work performed. Must meet a 92% accuracy rate in the application of regulations and policy, file construction, processing deadlines, and rent calculation per HUD SEMAP standards for high performing agencies.

Grade Level II - Under general supervision executes the federal regulations and local policy associated with federally subsidized rental assistance programs. Is responsible for an assigned caseload or area in the initial determination of eligibility, continued occupancy, special programs, inspections, leasing or program integrity. Responsible for basic reporting, interviewing for program compliance and integrity and conducting briefings. Is certified by an industry association as a housing specialist, is current with assigned caseload or area and has accuracy rate of 95% or higher in the calculation of rental subsidy and caseload management.

Grade Level III - under limited supervision executes the federal regulations and local policies associated with all federally subsidized rental assistance and housing authority programs, performs the most complex activities in the classification such as portability, financial reconciliation, advanced rental calculation, investigations and reporting. May serve in a lead capacity, train staff, conduct peer reviews or perform special projects. Works closely with external partners and other public housing authorities.

EXAMPLES OF DUTIES:

- Interviews applicants for initial eligibility and advises them of applicable rules, policies, and procedures governing eligibility and occupancy;
- Researches and verifies eligibility information including that related to preference;
- Conducts special and interim interviews of tenants related to changes in household composition and income, or moves, including portabilities;
- Determines continued eligibility as required in accordance with established rules, policies, and procedures;
- Calculates tenant's rent payment and housing assistance payment;
- Manages assigned caseload;
- Performs data entry for an automated record keeping system;
- Studies and reviews violations of tenant obligations and responsibilities;
- Prepares analyzes and presents reports;
- Responds to correspondence;
- Conducts group and individual briefing sessions and presentations for new participants,

- and/or stakeholders;
- Researches possible fraud cases and makes recommendations;
- Deals with and resolves difficult problems and issues that involve owners and/or tenants;
- Inspects prospective and assisted housing to ensure conformance with HUD standards and determines necessary corrections;
- Determines rents in accordance with HUD guidelines and discusses rents with landlords;
- Processes claims for unpaid rents, damages, security deposit guarantees, and vacancy losses;
- May conduct interviews and briefings at the homes of tenants when necessary;
- May represent Housing Authority in small claims or other court cases;
- May serve in a lead capacity;
- May carry out special studies related to Housing Assistance Programs, policies, and procedures;
- May coordinate a particular assignment for the Occupancy section; and
- Performs other related duties as required.

MINIMUM QUALIFICATIONS:

Two years of increasingly responsible experience providing services to the public, particularly low-income individuals, in fields such as public housing, public health, vocational guidance, social service, or property management.

Willingness and ability to participate in a City paid training and obtain certification in Housing Choice Voucher Specialist prior to the completion of probation (if not already obtained).

KNOWLEDGE, SKILLS, AND ABILITIES:

- Ability to understand and operate computers and complete various calculations accurately with a calculator or computer software;
- Ability to comprehend written information, deal tactfully and effectively with the general public, and
- Effectively communicate orally and in writing.

A valid California Class C motor vehicle operator's license.

Willingness to work overtime, weekend and/or holiday hours.

HISTORY:

- Revised: 10-8-7, 9-20-93, 7-22-88, 3-2-81, 6-27-80
- Title changed from Occupancy Specialist I/II/III and consolidated Property Management Specialist I into Grade Level III: 11/29/2000
- Grade level III added: 10/1/96

- Title changed from Tenant Interviewer I & II: 7-21-88;
- Grade levels I & II added to Tenant Interviewer: 7-1-87
- Tenant Interviewer established: 7-1-76
- Approved/Adopted: 11-29-2000
- Approved/Adopted by Civil Service Commission: 3/3/2021