



## City of Irving Job Description

### Housing Specialist

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Planning & Community Development
<b>Job Code:</b>	H402	<b>Reports To (Job Title):</b>	Senior Compliance Auditor

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#### PURPOSE

Responsible for Housing and Human Services client intake including; assisting the Program Analyst and Housing Development Analyst with intake, lien monitoring, payment processing, and other housing related administrative duties. Position assists with administrative, marketing, and customer service duties including but not limited to, coordinaton of public input processes, City Manager's Report items, newsletters, articles, etc. Position will be responsible for administrative support to the HHS Board, Director and staff, coordinating and maintaining files, completing and distributing Board packets, managing community outreach events. Acts as recording secretary for HHS Board.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Provide administrative support to HHS Board, Director, and staff.
- Coordinate maintenance of central HHS, Director, Homebuyer Development, Home Restoration Program, Human Services, and IHFC files, including maintenance of contract management program.
- Coordinate and distribute monthly Board packets; act as recording secretary for HHS Board-attend meetings and provide written minutes.
- Manage community outreach events, housing events, and other events as needed. Assist with invitations, plans, contracts, reservations, etc as applicable. Develop community communication documents (Spectrum, ads, public input amterials, program information, etc.
- Assist with program intake- receive and review applications for missing items, input application into tracking software, set up interview times and relay information for housing staff.
- Assist with lien monitoring for Homebuyer and Home Restoration Program; analyze data and report to management.
- Obtain all documentation necessary for underwriting of loan.

#### OTHER DUTIES AND RESPONSIBILITIES

- Perform related duties as assigned.

#### SUPERVISORY RESPONSIBILITIES

Supervisory responsibility is not a regular part of the position.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

Track reimbursement requests/payments of approximately \$60,000 per month, and reconcile accounts of approximately \$60,000 per month.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- Requires a high school degree

### **EXPERIENCE**

- Should have at least six months of housing related experience and at least one (1) year of administrative experience.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

- N/A

### **KNOWLEDGE OF**

- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.
- Administrative methods, practices, procedures, policies and processes to formulate and execute assigned tasks to support the mission, goals, work processes and programs of the City and the department

### **SKILLS AND ABILITIES IN**

- Time Management: Managing time wisely to complete assignments on time.
- Prioritization: Selecting, from multiple options, activities to achieve a goal.
- Proactivity: Taking initiative in problem solving and decision making.
- Complex Problem Solving: Identifying problems and reviewing related information to develop and evaluate options and implementing solutions.
- Information Gathering: Knowing how to find, read, interpret, and identify essential information, which includes researching multiple sources for data evaluation and analysis.
- Relationship Maintenance & Networking: Developing relationships with contractors, clients, and personnel from other city departments.
- Oral and Written Expression: Communicating effectively, both orally and in writing, with a wide variety of people, often with diverse views and opinions, including citizens, agencies, management, and the HHS Board.
- Program Improvement and Acumen: Accurately interpreting Federal regulations, policies, and procedures in order to suggest efficiencies; Comprehending, interpreting, and communicating housing program policies.

- Accuracy: Paying attention to detail in dealing with numbers, words, and ideas.
- Self-Management: Performing with high proficiency independently and without supervision.

## **GUIDANCE RECEIVED**

### **General Instructions and Established Precedent/Procedures**

Follows general supervisory instructions, as well as policies and precedents open to judgment in some areas and more specific guidelines, policies and procedures in others. Based on knowledge of policies, precedents and procedures, may assist others with standard work methods and problems.

## **CONTACTS**

Citizens, vendors, outside agencies, and other city departments

## **EQUIPMENT AND PROPERTY**

This position utilizes a computer and copier.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee is regularly required to listen, see, sit, and/or talk. Frequently, s/he is required to walk and is occasionally required to stand.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The work environment is a general office environment, and the noise level is usually moderate.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.