

## CLERK INTERVIEWER

### JOB SUMMARY

The incumbent in this position has direct contact with Assisted housing tenants, landlords and representatives of various community agencies.

The incumbent is responsible for office contact with Assisted Housing tenants; assists in the determination of continuing financial and programmatic eligibility; and provides informational assistance to tenants and landlords.

### SUPERVISION RECEIVED

The incumbent receives general supervision from, a superior, who may be a superior in leased housing, tenant selection, tenant services, or a housing manager. The incumbent may also receive supervision from the Director of Management.

### SUPERVISION GIVEN

The incumbent is not ordinarily expected to provide supervision to other employees, but may be required to assist in on-the-job training of new employees or transferred employees.

### PRINCIPAL DUTIES

1. Interviews applicants and obtains appropriate information and verification for continuing programmatic financial eligibility.
2. Explains rules and regulations of Assisted housing program to tenants and landlords.
3. Makes arithmetical computations for purpose of continuing eligibility and rent assessment.
4. Performs basic typing tasks and other clerical tasks such as filing, operating office machines, etc.
5. Responds to telephone inquiries from tenant and landlords.
6. Performs other related duties of class as required.

### KNOWLEDGE, SKILLS AND ABILITIES

1. Ability to interview effectively—both in person and via telephone.
2. Basic knowledge of the rules and regulations governing various assisted housing programs including, but not limited to, all Section 8 programs, Rental Rehab, Federal and State Programs.
3. Ability to relate effectively to assisted housing tenants and landlords.
4. Strong arithmetic computation skills.
5. Basic typing skills and ability to utilize office equipment.

REQUIRED TRAINING AND EXPERIENCE

The nature of this work requires that an appointee have a high school education, or its equivalent and that the appointee be especially strong in arithmetic skills. Good communication skills and strong interpersonal skills are necessary.

Ability to communicate in Portuguese is helpful, but not necessary.

The incumbent in this position will be subject to assignment in the Assisted Housing Department, Tenant Selection Department, Housing Management Department, depending on the needs of the Fall River Housing Authority.

Good physical health is called for in this position.

Requires possession of a valid Massachusetts driver's license and own vehicle.

PHYSICAL REQUIREMENTS

1. Must be able to type at least fifty (50) words per minute, with accuracy.
2. Must be able to speak clearly and distinctively.
3. Must be able to work both standing and seated for at least two (2) hours at a time. Also must be able to bend and squat to file—no weight involved.
4. Must be able to climb at least thirty (30) stairs each day for a total of at least one (1) hour in a 6 ½ hour day.
5. Must be able to lift and carry twenty (20) pounds waist to waist, and floor to waist.
6. Must be able to work in front of video terminal 2 – 4 hours per 6 ½ hour day.