

CLERK INTERVIEWER TENANT SELECTION

Status: Union

Function: The incumbent in this position has direct contact with Public Housing applicants, landlords and/or representatives of various community agencies. The incumbent is responsible for maintaining and processing applicants utilizing the FRHA Wait List and in assuring that selection, eligibility and screening of applicants is performed accurately. The incumbent will ensure that complete and accurate records concerning applicants are maintained by HUD/EOHCC standards. They will perform clerical duties with a degree and independence of action and judgement. The incumbent will possess excellent customer service, computers, communication and critical thinking skills.

Supervision: The incumbent will receive direct supervision from the Coordinator of Tenant Selection or Assistant Coordinator of Tenant Selection. The incumbent is not ordinarily expected to provide supervision to other employees but may be required to assist in the on-the-job training of new employees or transferred employees.

Essential Job Duties:

- Maintains files and records on applicants for Public Housing.
- Manages and maintains the wait list for Public Housing.
- Maintain spreadsheets of selection process; make regular reports on applicant status to supervisor.
- Analyzes applicant's financial data to determine program eligibility.
- Interviews applicants for Public Housing to determine their initial eligibility for housing.
- Performs in-person orientations.
- Interprets Public Housing regulations and explains rules and regulations governing program eligibility.
- Assists applicants with completing forms.
- Conducts fingerprinting for eligible applicants.
- Reviews completed applications and obtains required verifications.
- Responds to telephone inquiries from applicants.

Secondary Job Duties:

- Other related duties of the job classification, as required.

Performance Criteria:

This position is evaluated by Coordinator of Tenant Selection or Assistant Coordinator of Tenant Selection. Ability to work well with co-workers and staff is required.

Qualifications and Skills:

- Knowledge of Business English and Business Math.
- Basic knowledge of the rules and regulations governing Federal/State Public Housing Programs.
- Strong arithmetic computation skills.
- Basic typing skills and ability to utilize office equipment.
- Ability to work with and maintain a filing system.
- Ability to perform work under time pressure.
- Ability to understand and follow oral and written instructions.
- Good communication skills and strong interpersonal skills.
- Ability to furnish work directions from others.
- Ability to communicate in Spanish is preferred.

Physical Demands:

SEDENTARY (requires lifting 10 lbs., carrying small objects)

LIGHT (requires lifting 20 lbs., with frequent carrying of up to 20 lbs.)

MEDIUM (requires lifting 50 lbs., with frequent carrying of up to 25 lbs.)

HEAVY (requires lifting 100 lbs., with frequent carrying of up to 50 lbs.)

VERY HEAVY (requires lifting over 100 lbs., such as moving furniture)

X

CODES: C = Continuously, F = Frequently, O = Occasionally, and R = Rarely

A. Standing	<u>F</u>	H. Reaching	<u>O</u>	O. Crawling	<u>R</u>
B. Sitting	<u>F</u>	I. Handling	<u>F</u>	P. Bending	<u>O</u>
C. Walking	<u>F</u>	J. Fine Dexterity	<u>F</u>	Q. Twisting	<u>O</u>
D. Lifting	<u>R</u>	K. Kneeling	<u>O</u>	R. Climbing	<u>O</u>
E. Carrying	<u>R</u>	L. Crouching	<u>O</u>	S. Balancing	<u>R</u>
F. Pushing/Pulling	<u>R</u>	M. Foot Controls	<u>O</u>	T. Vision	<u>C</u>
G. Hearing	<u>C</u>	N. Talking	<u>F</u>	U. Other	<u> </u>

Experience and Education:

The nature of this class of work strongly suggests prior clerical experience in a moderately large organization, especially experience in maintenance of uncomplicated financial records, personal relationships with clients and office practices. In addition, completion in Business English and Business Math, office practices, and use of office machines as may be gained by completing a curriculum in business in high school, seem to be warranted of a candidate. Candidate must be bondable. Good communication skills and strong interpersonal skills are necessary. Good physical health is called for in this position. Requires possession of a valid driver's license and own transportation.