

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

|                    |                                      |
|--------------------|--------------------------------------|
| Job Title          | <u>Housing Assistance Technician</u> |
| Sch.& Grade        | <u>PAT-6</u>                         |
| Class Code         | <u>ED01</u>                          |
| FLSA Status        | <u>Non-Exempt</u>                    |
| Bargain Unit Elig. | <u>AFSCME</u>                        |
| Occupational Group | <u>Human Service</u>                 |

**PRIMARY PURPOSE:**

Coordinates program eligibility issues for the City's housing assistance programs and counsels participants with regard to financial and housing situations.

**SUPERVISION:**

Works within a team framework under general supervision of the Planning and Development Manager.

**DESCRIPTION OF WORK:**

**ESSENTIAL FUNCTIONS:**

1. Monitors Affirmative Marketing Agreements to determine if property owners are complying with regulations for rental property, tenant income, and family composition to determine eligibility for CDBG and HOME assisted rental properties.
2. Interviews potential housing relocation participants, compiles information, and determines eligibility for participation in housing assistance programs; reviews relocation claims for compliance with Uniform Relocation Acts; interprets and applies regulations.
3. Counsels program participants regarding financial and housing situations and/or problems, recommends appropriate action, and makes applicable referrals; counseling may involve making home visits.
4. Performs rent collection responsibilities and handles the distribution of relocation checks as well as tenant assistance payments for participants in housing assistance programs.
5. Collects data on sales and rental housing to determine cost of comparable replacement housing for person(s) being displaced.
6. Accepts and processes applications for both the *Sanitary Sewer Assistance* and *Backflow Prevention Programs* and makes recommendation to the Public Works Department for approval or disapproval.
7. Serves as Project Coordinator for the Down Payment/Closing Cost Assistance Program for assigned neighborhood organizations.
8. Assists in acquisition and disposition of properties within approved project areas and provide appropriate information to independent appraisal firms.
9. Provides assistance to owner-occupied loan applicants by explaining loan program information, assisting applicants in completing application for submission, reviewing actual loan applications for completeness, and returning a written acknowledgment regarding the status of the application to homeowners.
10. Initiates and reviews credit reports on applicants for the owner-occupied loan program and makes a recommendation to rehabilitation staff for approval or denial of loan.
11. Coordinates with Ozark Technical College and Homeowner - Home Ownership and You Classes.
12. Prepares and maintains a variety of records and reports for both daily activities and special projects.
13. Utilizes appropriate computer software applications.

**IMPORTANT FUNCTIONS:**

1. Assists in preparing Owner-occupied loan documents when needed.
2. Attends conferences, seminars, workshops, and other training for professional development purposes.
3. Sets up CDBG and HOME Program projects with HUD using the Integrated Disbursement and Information System, a cash management process for accessing funds and reporting.

*Performs related work as required.*

**QUALIFICATIONS REQUIRED:**

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

**Knowledge**

Principles and procedures involved in social services; counseling techniques; and basic financial analysis.

**Abilities**

Effectively determine program eligibility and provide appropriate counseling for housing assistance clients; utilize sound judgment; maintain accurate records and prepare reports; communicate effectively both verbally and in writing; review and analyze a variety of written information such as client eligibility guidelines and housing assistance applications; deal effectively and courteously with associates, program applicants and participants, outside agencies, and the general public; effectively utilizes appropriate computer software applications; effectively welcome and embrace differences among employees and citizens; perform effectively as a member of the team in carrying out the City’s stated mission and philosophy; perform the essential functions of the job without posing a direct threat to the health and safety of others.

**Experience, Education, and Training**

Typically requires graduation from an accredited college or university with a Bachelor’s Degree in Social Work, Psychology, Sociology, or a related behavioral science area. Directly related work experience in a human services field may be substituted for the education requirement on a year-for-year basis.

**Physical Requirements**

Must be able to make home visits as required; performs bending, sorting, filing and reaching; ability to manage and compile files and documents; must have the ability to operate a computer keyboard and mouse; must be able to push, pull, lift and carry up to 25 pounds for filing and other related tasks; subject to sitting for long periods of time.

**Working Environment**

Primarily indoors with heating and cooling regulated in a general office environment; may be exposed to extreme weather conditions when making visitations for counseling purposes.

**Licensing/Certification**

None required.

**Miscellaneous Requirements**

If operating a motor vehicle for the purpose of completing job duties, incumbent must have a valid Missouri Motor Vehicle Operator’s License.

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| <b>Last Revision:</b> | February 13, 2012 | <b>GENERAL ORDINANCE NO.</b> 4712 |
| <b>Comments:</b>      | Updated Abilities | <b>Date:</b> June 9, 1997         |

**I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_