

STAFF ASSISTANT (HOUSING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position, located in the Office of Temporary Housing Assistance in the Department of Social Services, performs a variety of programmatic and administrative support functions relating to temporary housing services and housing programs. Duties include maintaining liaison with contract agencies providing shelter and serving as the first point of contact for vendor questions and issues; performing mandated recordkeeping and reporting functions for the landlord relations program; conducting research studies and analyzing trends relating to the homeless population to assist in resource planning and performing administrative support tasks involved in developing temporary and permanent housing resources. May supervise clerical staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Acts as liaison with landlords as a first point of contact in representing the Office of Housing and Temporary Assistance;

Provides information to property owners regarding department programs encouraging housing rehabilitation through the use of the emergency housing program to create affordable temporary and permanent housing units;

Drafts proposals for the rental or purchase of property suitable for temporary and permanent housing for currently homeless households, including a cost-benefit analysis;

Compiles and disseminates daily updates of temporary housing report tabulations for managerial review, as well as to enable rapid division response to inquiries from the Commissioner, the County Executive's Office, departmental managers, the press, etc.;

Keeps detailed records of all interactions with vendor agencies for both recordkeeping and mandated reporting purposes, as well as to provide managers with comprehensive information relating to contracting agencies, as needed;

Conveys managerial responses to inquiries made by landlords via telephone or by preparing simple correspondence;

Compiles shelter availability reports and works with department staff and vendor agencies to ensure accurate information for the rapid placement of customers in emergency situations;

Prepares statistical reports relating to customer demographics, agency response time in providing shelter, problems with vendors, etc.

Performs data gathering and program analysis, and conducts research on other housing related topics; prepares reports thereon as directed;

Keeps abreast of trends in housing, particularly with the homeless population, to assist in resources and program development and refinement;

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

May perform other incidental tasks, as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of methods, policies and procedures used in reporting systems; good knowledge of Federal, State and local housing policies and procedures; good knowledge of the principles and practices of office management; ability to develop and update local program guides; ability to file and retrieve records and data accurately and efficiently; ability to provide accurate and timely responses to information requests both orally and in writing; ability to use automated systems such as spreadsheets, calendar, email and database software; ability to read, write, speak, understand and communicate in English sufficiently to perform the essential functions of the position; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: A high school or equivalency diploma and either (a) Bachelor's Degree* and one year of experience in a real estate office or public human services or non-profit agency housing office where the primary function of the position was in administrative support work; or (b) satisfactory completion of 60 credits* and three years of experience as stated in (a); or (c) five years of experience as stated in (a); or (d) a satisfactory equivalent combination of training and experience as defined by the limits of (a) through (c).

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.