

STAFF ASSISTANT (RENTAL ASSISTANCE PROGRAM -SPANISH SPEAKING)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class assists in the implementation of a multi-family housing program and has responsibility for the development and delivery of housing assistance services through a variety of programs offered by the Department of Planning. Work involves significant public contact, identification of housing needs of Westchester residents, outreach to owners of housing structures suitable for department programs, evaluation and referral of appropriate housing-related services, and all activities associated with the implementation of State and Federal programs in accordance with County policies. The incumbent must exercise independent judgment in negotiating and decision making skills in evaluating such issues as tenant eligibility for a given program, appropriate rental levels, building conditions and rehabilitation needs, appropriate lease conditions and terms and all other factors associated with the provision of a well coordinated program of housing assistance on a day to day basis. Supervision is not a responsibility of this class, but incumbents may provide guidance and instruction to clerical support staff as needed. Does related work as required.

EXAMPLES OF WORK (Illustrative Only)

Communicates orally and in writing in both Spanish and English;

Negotiates terms of program participation with apartment owners and attorneys;

Prepares and executes lease and other contractual documents;

Assists in the resolution of landlord/tenant disputes;

Refers tenants for additional housing related services such as budget and benefit counseling and legal assistance;

Conducts outreach activities by referring property owners to appropriate departmental programs;

Assists in identifying target neighborhoods and new program needs based upon knowledge of local housing conditions and rent levels;

May meet with local building officials to explain the objectives of the Rental Assistance Program;

Assesses the reasonableness of rental units according to established program criteria;

May communicate with local building or fire department officials in regard to building conditions;

Assists in conducting financial feasibility analysis for multi-family buildings;

Evaluates tenant eligibility for particular programs;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd.)

Participates in the division's ongoing professional development workshop programs;

May participate in the inspection of rental units to ensure compliance to Housing Quality Standards;

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

Conducts all activities required to complete tenant certification and vouchering;

May perform other incidental tasks, as required.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of Federal, State and local housing programs; knowledge of housing rehabilitation techniques; ability to communicate effectively, both orally and in writing; ability to perform basic mathematical computations; ability to read, write and listen to the Spanish language at a level sufficient to pass a Spanish language proficiency test; ability to speak, read, write, understand and communicate in English sufficiently to perform the essential duties of the position; ability to effectively use computer applications such as spreadsheets, word processing, calendar, email and database software; tact; courtesy; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Possession of a high school or equivalency diploma and either (a) two years of experience where the primary function of the position was providing housing information to clients in a community assistance program or public agency, real estate sales or administering a public housing program; or (b) two years of experience where the primary function of the position was administrative support which involved interviewing clients; or (c) a satisfactory equivalent combination of training and experience as defined by the limits of (a) and (b).

SUBSTITUTIONS: Satisfactory completion of 30 credits* at a recognized college or university may be substituted on a year for year basis for the aforementioned experience.

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

*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.

SPECIAL REQUIREMENT: Possession of a valid New York State Driver's license at time of appointment.