City of Inglewood Job Description
Class Code: 274

HOUSING ASSISTANT

DEFINITION

Under close supervision, assists Housing Program staff with the Section 8 Housing caseloads, payments, waiting lists, and clerical functions.

ESSENTIAL FUNCTIONS

(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS

Assists Housing Program staff with the Section 8 Housing caseloads, payments, waiting lists and clerical functions; schedules re-certification appointments and inspections; maintains and organizes filing system and file inventory; creates new participant files; prints and copies letters, memos, documents and reports; verifies and corrects program participant addresses, telephone numbers and other information; types and mails letters, memos, documents and reports; answers telephone, directs calls to appropriate staff and takes messages; explains housing rules and regulations.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS

Knowledgeable of housing standards, regulations, and guidelines
Knowledgeable of housing programs practices and principles
Knowledgeable of file and records management
Knowledgeable of customer service techniques and concepts
Skilled in following oral and written instructions in English
Skilled in establishing and maintaining positive and productive working relationships

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Work is performed in an office environment. Work may require frequent standing, walking and bending. Incumbents may be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS

A high school diploma or equivalent, **AND** two (2) years experience in housing programs and/or an office environment **OR** an equivalent combination of education and experience.

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