



## Housing and Community Development Technician

### SUMMARY

Under direct supervision, performs a wide variety of technical and administrative assistance in support of the Town's Housing and Community Development programs; provides assistance to the general public via telephone or front counter reception; attends on-site and off-site program related meetings and events; performs other duties as assigned.

### SUPERVISION RECEIVED AND EXERCISED

Receives direct supervision from the Housing and Community Development Supervisor. No direct supervision of staff is exercised.

**ESSENTIAL FUNCTIONS** -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Assists members of the the public and contractors in person or on the phone; provides general housing and community development information on department/Town policies and procedures; answers general questions and provides information to the public on technical processes, procedures, and programs available in the community; researches information; interprets data and explains requirements, regulations, and procedures; assists with inquiries pertaining to Housing and Community Development programs.
- Assists in preparing applications for underwriting.
- Assists in the application process for residents applying for housing program assistance by evaluating applications for completeness; maintains appropriate logs and reports; meets with applicants to conduct intakes to receive completed applications.
- Monitors grant funding activities according to applicable grant regulations.
- Provides technical support to Housing staff by conducting research; provides required information for specific meetings; assist in the preparation and review of meeting minutes.
- Assists in maintaining project files; and assists the project manager as a second point of contact for loan recipients, contractor, and project manager; including preparing change orders and reimbursement requests for project and construction manager review.
- Attends on-site and off-site meetings and events when required; participates in field survey work as needed, including gathering data for Federal and State grant applications, and verifying project status.

- Performs a wide variety of clerical work including maintaining accurate and detailed records, verifying accuracy of information, researching discrepancies, and recording information; maintains project files.
- Establishes and maintains records and files for Town housing programs, including all documentation regarding loans, contracting agreements, and fund disbursements.
- Assists in Housing loan portfolio monitoring; including recommending, developing, updating, and implementing monitoring requirements, payoff demands and subordination requests. Works with owners, escrow companies, lenders to complete mortgage and loan document requests.
- Receives, codes, logs, schedules, and distributes service requests and work orders.
- May assist in the preparation of written agenda items regarding various housing programs for the Town Council and various committees and advisory boards.
- Makes copies; collate materials; files copies of letters, memoranda, reports, and other materials in department and/or central files.
- Creates marketing and information materials to promote housing and community development programs (i.e., brochures, handouts, and news releases).
- Maintains records and files for Town housing programs, including all documentation regarding loans, contracting agreements, and fund disbursements.
- Acts as the Town’s representative and liaison on relevant topics, including but not limited to, responding to questions and comments from the public in a courteous and timely manner; assist in collaborating with involved parties to reach resolutions on identified issues.
- Receives, investigates, and responds to citizen complaints, inquiries, and requests for services.
- Participates in a variety of special projects as assigned.
- Performs other duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This is the entry-level class in the Housing support series that provides technical, clerical, and administrative support activities to the Housing and Community Development Department. The incumbent follows routine procedures and guidelines in the application of prescribed duties and works under close supervision with work frequently reviewed by a superior. Responsibilities include providing a range of routine, clerical and administrative support, customer service to the public at the front counter and on the telephone regarding policies and procedures, status of ongoing projects application status, and other related functions encountered by the Town. This class is distinguished from the Housing and Community Development Specialist I in that the latter requires a higher level of education, knowledge and skill.

**MINIMUM QUALIFICATIONS**

**Education, Training, and Experience Guidelines**

*An equivalent combination of training and experience that would provide the required knowledge, skills and abilities may be considered. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of the twelfth (12th) grade, and two (2) years of administrative or general clerical support experience with at least one (1) year of dealing with the public. Knowledge in federally funded housing programs is highly desired.

## **LICENSE AND CERTIFICATION REQUIREMENTS**

- Valid California class C driver's license with satisfactory driving record and automobile insurance.

### **Knowledge of:**

- Basic principles, practices, and funding sources for redevelopment, economic development, affordable housing, and related programs and projects.
- Principles, practices, and procedures of public administration in a municipal setting.
- Functions and services of a municipal government.
- Principles and practices of project management.
- Principles and techniques of conducting analytical studies, evaluating alternatives, and making sound recommendations.
- Applicable Federal, State, local laws, codes, and regulations.
- Public relations techniques.
- Principles and practices of public agency budget development and administration and sound financial management policies and procedures.
- Techniques of contract administration.
- Record keeping principles and procedures.
- Modern office practices, methods, and computer equipment.
- Business letter writing and the standard format for reports and correspondence.
- Computer applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for dealing effectively with the public, vendors, contractors, and Town staff, in person and over the telephone.
- Techniques for effectively representing the Town in contacts with governmental agencies, community groups, various business, professional, educational, regulatory, and legislative organizations.

### **Ability to:**

- Learn Town ordinances, codes, and regulations pertaining to assigned area of responsibility.
- Learn goals, objectives, policies, procedures, and work standards for the department.
- Assist in departmental and programmatic administrative, budgeting, and fiscal reporting activities.
- Interpret, apply, and explain complex Federal, State, local laws, codes, regulations, departmental policies, and procedures.
- Learn organization and operation of the assigned department and of outside agencies as necessary to assume assigned responsibilities.
- Prepare clear and effective reports, correspondence, policies, procedures, and other written material.
- Make accurate arithmetic, financial, and statistical computations.
- Analyze situations and identify pertinent problems/issues; collect relevant information; evaluate realistic options; and recommend appropriate course of action.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.

- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish and maintain effective working relationships with those contacted in the course of the work.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, to visit various Town and meeting sites and to inspect various sites; vision to read printed materials, a computer screen, and to perform inspections; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard or calculator, and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Inspections are infrequently performed that may require exposure to inclement weather conditions. Employees may interact with upset public, and private representatives and contractors as a result of interpreting and enforcing departmental policies and procedures.

*\*FLSA designations cannot be assigned to a class. An employer must show that each employee meets every requirement of the claimed exemption. The FLSA designation listed above is for general administrative guidelines.*