

Starting Salary: \$21,285.09/yr. (+ ex. fringe benefit pkg.)

Resumes/Apps. accepted thru December 18, 2009

City of Niagara Falls, Human Resource Department

Room 14 – City Hall, P.O. Box 69

Niagara Falls, NY 14302-0069

FAX 716-286-4352

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LEASED HOUSING INTAKE TECHNICIAN

DISTINGUISHING FEATURES OF THE CLASS: This is important technical and clerical work involving assisting in the efficient operation of the City's Leased Housing Program in accordance with Section 8 Program Regulations under the Federal Housing and Community Development Act as amended, and other applicable federal regulations. The incumbent provides technical and clerical support in the area of program eligibility information dissemination, appointment scheduling and program explanation to the general public. The employee in this position is the first contact person involving the Section 8 Leased Housing Program; and therefore, the initial communication with the general public must be of such a nature that the elderly/handicapped are greeted with a high degree of communicative ability, and so that the general public is properly advised regarding program regulations and eligibility requirements. General supervision is received from the Director of Community Development or his designee. The Leased Housing Intake Technician performs related work as required.

TYPICAL WORK ACTIVITIES:

Schedules eligibility interviews, including home-visits for the elderly/handicapped;
Processes income verifications, family composition, assets and medical deductions to ensure that same meets programs regulations;
Responds to tenant/landlord inquiries regarding the Section 8 Program;
Conducts re-certification interviews, which includes full explanation of program regulations and tenant responsibilities;
Handles Section 8 complaints regarding landlord/tenant disputes, eviction procedures, termination of assistance;
Performs rent computation, gross family contribution, net family contribution, utility allowance and fair market rent limitation;
Assists in compilation of data for the completion of the City of Niagara Falls Rental Survey;
Works closely with the Housing Quality Specialist;
May answer the Leased Housing Office main telephone and greet clients as needed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of the provisions of Section 8 Program regulations under the Federal Housing and Community Development Act, its terminology, departmental practices and procedures; working knowledge of Federal and State Fair Housing Laws; good mathematical skills; ability to interpret written federal regulations; ability to apply mathematical formulas to regulations with a high degree of accuracy; ability to deal with persons of all socioeconomic and educational backgrounds; ability to receive, disseminate and discern information and federal regulations for accuracy and completeness; ability to communicate effectively orally and in writing; ability to establish and maintain effective relationships with fellow employees and the general public; ability to work independently and to be flexible in performing work responsibilities; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

Graduation from high school or possession of a high school equivalency diploma and one (1) year of experience in general office work.

NOTE: At least one (1) year of appropriate experience is required; additional education beyond high school graduation cannot be substituted for the one year required work experience: High school graduation is required; additional experience beyond one year cannot be substituted for high school graduation.

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