



**CITY OF WATERTOWN, NEW YORK
MUNICIPAL CIVIL SERVICE COMMISSION**

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PLEASE POST CONSPICUOUSLY

WATERTOWN HOUSING AUTHORITY

ANNOUNCES

APPLICATIONS ARE BEING ACCEPTED FOR THE POSITION OF

PUBLIC HOUSING SPECIALIST

DATE POSTED: June 16, 2022
CLOSING DATE: July 1, 2022
HOURLY RATE: \$16.66 - \$21.20

PLEASE NOTE: This is a competitive title in the classified civil service; therefore, appointment will be on a provisional basis only. To be eligible for permanent status, the individual accepting appointment will be required to pass a civil service exam and score among the top three.

Interested persons should complete a civil service application online at
www.watertown-ny.gov.

A complete job description is attached.

Amie L McIntyre

Executive Secretary



Public Housing Specialist

Classification: Competitive
Series:
Level: 1 of 3

DISTINGUISHING FEATURES OF THE CLASS: Employees in this entry-level professional title perform a variety of specialized technical and clerical work related to subsidized public housing. Employees may perform field work such as inspecting Housing Authority property and meeting with various community and human service organizations. Housing Specialists may be expected to assist with social and community events for tenants and recommend human services assistance and intervention for tenants. Employees work independently, with general supervision of the Occupancy Supervisor. Related work is performed as required.

TYPICAL WORK ACTIVITIES:

- Maintains files, computerized records and databases on each tenant household and unit;
- Interviews prospective tenants, collects eligibility information and documentation, and determines eligibility and suitability of clients for residency.
- Explains HUD program and guidelines, eligibility requirements and lease restrictions, and the rules and regulations applicable to public housing;
- Interviews new and current tenants to obtain client data regarding income and household expenses and to collect documents of proof;
- Computes income and expenses to determine applicants' and tenants' rental charges according to the Authority's policies and HUD's rules and regulations;
- Verifies that information provided by housing clients is accurate by inspecting documents and contacting social service agencies, employers, etc. by phone or mail;
- Conducts interim and recertification of housing eligibility for current tenants;
- Collect rents and other tenant charges, make deposits and prepare appropriate documentation;
- Contacts tenants by letter, phone and in person concerning problems with rent payments and to discuss collection and payment;
- Inspects units for lease violations, such as housekeeping and unauthorized pet;
- Discusses with public housing tenants complaints against them such as poor housekeeping habits, insect infestations, landlord/neighbor relations, noise, etc., and delivers oral and written lease enforcement notices when necessary;
- Recommends eviction of tenants when necessary and may assist with eviction proceedings.

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES:

- Good knowledge of the policies, methods and practices of the Watertown Housing Authority and the federal department of Housing and Urban Development (HUD) related to the renting and leasing of public housing units.
- Good knowledge of the needs and problems associated with low income families and individuals.
- Good knowledge of the practices and procedures of credit and account collection.
- Ability to read and understand complex regulations, procedures and guidelines;
- Ability to use tact and courtesy and to establish and maintain effective working relationships with a wide variety of people including elderly, disabled and low income tenants and professional colleagues.
- Ability to communicate effectively, both orally and in writing.
- Ability to be firm and professional in explaining and enforcing rules and guidelines;

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES: (continued)

- Ability to prepare clear and concise reports and correspondence.
- Ability to interview individuals in order to obtain necessary information;
- Ability to evaluate impartially the validity of information given by all parties in a dispute;
- Ability to conduct telephone inquiries;
- Ability to remain calm in stressful situations;
- Ability to express compassion and empathy when appropriate;
- Ability to work with a diverse group of people;

Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Either

- (A) Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with an associate's degree in business administration or human services or resources and two (2) years of work experience involving explaining complex information and making determinations based on complex rules, guidelines or procedures, in fields such as, but not limited to, social services, financial aid, insurance claim investigation, employment and training intake, housing eligibility intake.
- (B) Graduation from high school or possession of a high school equivalency diploma and four (4) years of work experience, or its part-time equivalent, in social services, property management, program eligibility determination, public contact or a closely related field; or,
- (C) An equivalent combination of training and experience as defined by the limits of (A) and (B).

Licensing Requirements: Valid NYS driver's license.

SPECIAL NECESSARY REQUIREMENT:

- Completion of Public Housing Specialist training including examination within one year of appointment. Nan-McKay, NAHRO (National Association for Housing and Redevelopment Officials) advocacy groups.
- Must complete continuing education training specific to the Public Housing programs under the Department of Housing and Urban Development (HUD) as necessary within one year of appointment.

Classification history:

Adopted: 10/15/2013