



CITY OF WATERTOWN, NEW YORK
MUNICIPAL CIVIL SERVICE COMMISSION

CITY HALL, ROOM 205
245 WASHINGTON STREET
WATERTOWN, NEW YORK 13601-3380
(315) 785-7733
FAX (315) 785-7737

COMMISSION

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PLEASE POST CONSPICUOUSLY

WATERTOWN HOUSING AUTHORITY

ANNOUNCES

APPLICATIONS ARE BEING ACCEPTED FOR THE POSITION OF

PRINCIPAL PUBLIC HOUSING SPECIALIST

DATE POSTED: June 22, 2022
CLOSING DATE: July 8, 2022
SALARY: \$43,304 - \$55,093

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



WATERTOWN
HOUSING AUTHORITY

PRINCIPAL PUBLIC HOUSING SPECIALIST

Classification: Competitive
Series: Higher Level Clerical
Level 3 of 4

DISTINGUISHING FEATURES OF THE CLASS: This position is in the Higher Level Clerical series and is responsible for assisting with oversight of daily occupancy operations. Responsibilities include interpreting and explaining regulations, policies, and procedures; managing the tenant reviews and evaluations; developing and monitoring work orders; and assisting with difficult tenant relations.

EXAMPLES OF WORK ACTIVITIES: (Illustrative only)

- Reviews tenant accounts and rental adjustments requests and applications, verifies information provided, and recalculates payments; determines follow-up actions such as repayment agreements, account delinquency action, or requests for further information.
- Prepares reports on occupancy issues for management; ensures documents and files are in order according to established guidelines and procedures.
- Assists employees with difficult tenant issues; troubleshoots and resolves problems as needed.
- Develops and monitors work orders; tracks turnaround time and satisfaction of tenants with work completed.
- Interprets and explains applicable regulations, policies, and procedures to occupancy staff, citizens, and residents.
- Assists with Fair Housing requests and accommodations.

FULL PERFORMANCE KNOWLEDGES AND SKILLS:

Knowledge of:

- Supervisory principles;
- Housing and HUD rules and regulations;
- Customer service principles in assisting residents and staff;
- Computers and related software applications;
- English language, grammar, and punctuation;
- Report writing techniques.

Ability to:

- Maintain various confidential records;
- Prioritize and assign work;
- Apply and explain housing and HUD rules and regulations;
- Use a computer and related software applications;
- Prepare and proofread a variety of reports and/or documentation;
- Recognize problems, identify alternative solutions, and make appropriate recommendations;
- Prepare and maintain confidential and department records;
- Communicate using interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
- 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 NYS Board of Regents to grant degrees with a Bachelor's Degree in Public Administration, Business Administration, Business Management or related field, and two (2) years of administrative office management experience, one (1) of which must have been in a supervisory capacity; or
- b) Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree Business Administration, Office Technologies (Administrative Assistant) or related field and three (3) years of administrative office management experience, one (1) of which must have been in a supervisory capacity; or
- c) An equivalent combination of training and experience as described in (a) and (b) above.

Licensing Requirements: Valid NY Driver's License

SPECIAL NECESSARY REQUIREMENT:

None required.

CLASSIFICATION HISTORY:

Adopted: 6/21/2022