



City of Tempe

HOUSING SERVICES SPECIALIST II+

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	166	<i>Department:</i>	Human Services
<i>Supervision Level:</i>	Non-Supervisor	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Housing Services Specialist II+
<i>Safety Sensitive / Drug Screen:</i>	Yes	<i>Physical:</i>	No
Click here for more job classification information including current salary range.			

DISTINGUISHING CHARACTERISTICS
The Housing Services Specialist II+ is the full journey level class within the series. Employees within this class are distinguished from the Housing Services Specialist I+ by the performance of the full range of duties as assigned including more complex work assignments. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. Positions in these classes are flexibly staffed. Appointment to the Housing Services Specialist II+ level requires that the employee is satisfactorily performing the full range of duties assigned to the II level class and meets the minimum requirements for the class.

REPORTING RELATIONSHIPS
Receives direct supervision from the Housing Services Supervisor.
Receives general supervision from the Housing Services Manager or from other supervisory or management staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Two (2) years of experience in subsidized housing, housing revitalization or affordable housing programs, person-centered case planning serving individuals and families who are homeless or near homelessness or other experience directly related to the core functions of this position. Experience with Housing Choice Voucher (Section 8), CDBG, HOME or other housing grant programs is preferred. Bilingual skills are also preferred.
<i>Education:</i>	Equivalent to an associate degree from an accredited college or university with course work in public or business administration, social work, or degree related to the core functions of this position.
<i>License / Certification:</i>	Possession of (1) one of the following professional certifications, within six (6) months of hire: <ul style="list-style-type: none"> • Housing Specialist;

- Housing Occupancy;
- Family Self-Sufficiency;
- Housing Quality Standards;
- Homeless or social services certification.

ESSENTIAL JOB FUNCTIONS

Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.

To actively support and uphold the City's stated mission and values. To perform a variety of administrative technical and clerical duties involved in the implementation of the City's assisted housing programs; to perform specialized field and office work to provide housing assistance to residents, individuals and families, and to promote affordable housing opportunities through rental assistance and first-time homebuyer programs.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Provide information and educate tenants, owners, and landlords regarding housing quality standards, and housing assistance policies, rules, and regulations.
- Accept and process housing assistance pre-applications and applications; maintain list of applicants.
- Negotiate with and notify owner of determinations with respect to their offers and proposals.
- Interview applicants and participants to determine eligibility and continuing eligibility for housing programs; certify financial eligibility for housing assistance programs.
- Compute tenant rent amounts; compute housing assistance payment amount; process rental assistance overpayments; maintain confidential records.
- Prepare and maintain required records, files and reports of activities.
- Negotiate and prepare lease agreements and contracts.
- Schedule inspection appointments for initial tenants and annual reviews for tenants on program; may conduct Housing Quality Standards inspections.
- Conduct rent reasonableness surveys.
- Assist in mediating differences between participants and landlords.
- Investigate suspected fraud or abuse and, if necessary, prepare and present documentation at informal reviews and hearings.
- Perform related duties as assigned.

When assigned to Inspections:

- Plans and organizes inspections of Housing Assistance programs and other low-income housing programming.

- Prepares written documents such as inspection reports, failure reports, and other correspondence.

When assigned to Specialty Programs:

- Assist Specialty Program participants in maintaining housing stability and increase access to mainstream resources.
- Assist participants with identifying barriers to their housing stability and engage in goal planning.
- Develop networks for resource building of public benefit and service systems to provide support to participants.
- Work directly with appropriate partner to coordinate applicant/participant attendance and ongoing participation in housing programs.
- Work directly with diverse populations with special needs and communicates with external and internal stakeholders.

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision

For more information about the City of Tempe’s competencies for all classifications:

[City of Tempe, AZ : Competencies](#)

JOB DESCRIPTION HISTORY

Effective November 1988

Reviewed August 1989

Revised December 2001

Revised June 2002 (creation of flex-class)

Revised April 2017 (duties, education, licenses/certifications)

Revised November 2022 (update minimum quals & added when assigned to Inspections & Specialty Programs)

Revised April 2023 (update licensure timeframe in minimum quals)

Revised May 2023 (update minimum quals – education)

PHYSICAL DEMANDS AND WORK ENVIRONMENT

Job Title: Housing Services Specialist II+

Job Code: 166

VEHICLE OPERATION	YES	NO
Will this position drive a City vehicle?	X	
Will this vehicle require a Commercial Drivers License?		X

	Never	Occas.	Freq.	Contin.
	0% of time	1-35% of time	36-65% of time	66-100% of time

ENDURANCE				
Sit				X
Stationary / Stand		X		
Move / Traverse		X		

WORK WITH OR EXPOSURE TO THE FOLLOWING				
Machinery*	X			
Electrical*	X			
Power Tools*	X			
Hand Tools*			X	
Personal Protective Equipment*	X			
Fumes		X		
Computer Software				X
Chemicals		X		

ENVIRONMENT				
Indoors				X
Outdoors		X		
Working in or around water	X			
Extreme Heat		X		
Extreme Cold		X		
Office Setting				X
Confined Spaces	X			
Excessive Noise**	X			
Heights		X		
Sewage Exposure	X			
Bodily Fluid Exposure	X			

VISION REQUIREMENTS	YES	NO
Close (clear vision at 20 inches or less)	X	
Distance (clear vision at 20 feet or more)		X
Color (ability to identify and distinguish colors)		X
Depth Perception (three-dimensional vision, ability to judge distances and spatial relationships)	X	
Peripheral (ability to observe an area that can be seen up and down or to the left and right while eyes are fixed on a given point)		X
Ability to adjust focus (ability to adjust the eye to bring an object into sharp focus)	X	
No Special Vision Requirements		X

Maximum LIFT / CARRY	Lift	Carry
5-25lbs	X	X
26-50lbs		
51-75lbs		
76-100lbs		

Maximum PUSH / PULL	Push	Pull
5-25lbs	X	X
26-50lbs		
51-75lbs		
76-100lbs		

MOVEMENT	YES	NO
Bend / Stoop / Twist	X	
Crouch / Squat	X	
Kneel / Crawl	X	
Above Shoulder Level	X	
Below Shoulder Level	X	
Repetitive Arm Use	X	
Repetitive Wrist Use	X	
Repetitive Hand Use	X	
Climb Stairs / Ladders	X	
Neck Range of Motion	X	
Traverse Uneven Surface	X	
Traverse Even Surface	X	

ADDITIONAL CONSIDERATIONS:
- May be assigned to conduct Residential Housing (HUD) Inspections in field.
- May require working extended hours.
- May work alone for extended periods of time.

*DEFINITIONS/EXAMPLES
Machinery: bucket truck, riding mowers, backhoe etc.
Electrical: wiring, outlets, fuses etc.
Power Tools: push mowers, jackhammers, drills, chainsaw etc.
Hand Tools: hammers, wrenches, shovels, wheel barrels, saws etc.
Personal Protective Equipment: respirators, Tyvek coveralls, hard hats, fall protection harness etc.

**** Hearing test is required**