



Public Housing Specialist

Essential Functions:

1. Determines, certifies, and/or re-certifies clients' eligibility for public housing by interviewing and verifying income, assets, and other financial data.
2. Compiles and assesses eligibility information in compliance with housing regulations.
3. Computes tenants' rents within established limits.
4. Inspects housing units to ensure compliance with established housing quality standards.
5. Prepares leases.
6. Advises tenants concerning their rights and responsibilities.
7. Maintains and monitors records.
8. Inputs, accesses, and generates information from a computerized record-keeping system.
9. Investigates program abuse complaints by interviewing persons pertinent to the investigation.
10. Represents the department at outreach activities.
11. Provides courteous, high-quality service to members of the public by personally responding to requests for service.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Federal, State, and local housing rules, regulations, and programs to include rental assistance programs for low-income households.
- Landlord/tenant rights and responsibilities
- NSPIRE standards for decent, safe, and sanitary housing
- Housing inspection techniques
- Methods and techniques used to conduct effective and in-depth interviews with clients.
- Methods and techniques used to collect, compile, and organize information and data.
- Office procedures and computerized record-keeping systems.
- Business mathematics
- Telephone, office, and online etiquette
- Confidentiality and privacy laws, rules, regulations, and procedures pertaining to record-keeping and disclosure activities.
- Current technology and trends in the profession

**Skills and Abilities to:**

- Use specialized computer applications daily to complete tasks or assignments and prioritize work.
- Update and maintain records and documents, review and verify information, and resolve errors and discrepancies discovered in the course of work.
- Understand, interpret, and apply Federal housing rules and regulations.
- Research, compile, and analyze information for compliance with policies, rules, and regulations.
- Analyze and interpret personal and financial data and draw logical conclusions.
- Manage a caseload of rental assistance files.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in situations that require a high degree of sensitivity, tact, and diplomacy.
- Exercise appropriate judgment in answering questions and releasing information; analyze and project consequences of decisions and/or recommendations.
- Maintain confidentiality of files and records that are considered personal and sensitive in nature.

Desirable Traits

Communicates Effectively, Customer Focused, Values and Respects Others, Drive to Excel , Teamwork and Collaboration, Continuous Learning, Demonstrates Ethical Behavior, Supportive of Change.

Education and/or Experience

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Qualifying education/experience:

- A bachelor's degree from an accredited U.S. college or university, or a certified foreign studies equivalency; OR,
- An associate degree as described above AND two (2) years of public contact experience which required using interpersonal and communication skills in dealing with persons from a wide variety of socio-economic backgrounds; OR,
- Two (2) years of experience reviewing and processing applications for eligibility or determining eligibility through interviewing and reviewing data. This experience must have included responsibility for reading, interpreting, explaining, and applying governmental or institutional rules and regulations.



Note: Possession of a public housing certificate or diploma sponsored by one of the Public Housing specific training organizations such as Nan McKay, Housing Television Network (HTVN), National Association of Housing and Redevelopment Officials (NAHRO), is highly desirable.

This position will remain open until filled.

Please send resume and salary requirements to giannad@cfhousing.org or to Central Falls Housing Authority Attn: Bridgett Duquette 30 Washington Street Central Falls, RI 02863

The salary range for this position is \$46,685-\$53,650. Monday-Friday, 35 hours per week.