



## City of Irving Job Description

### Housing Assistant

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<b>FLSA Status:</b>	Non-Exempt	<b>Job Department:</b>	Community Development Division
<b>Job Code:</b>	23452	<b>Reports To (Job Title):</b>	Accountant II

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#### PURPOSE

To provide an advanced level of administrative assistance to Planning and Community Development staff; to provide support to the Housing and Human Services Board; to consult with and provide information to internal and external customers; to assist with the coordination of special events; and, to collect loan payments and other client-provided documents.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Provide clerical support to the Housing and Human Services Board, which includes preparing agendas and agenda packets, attending meetings, transcribing/recording minutes, distribution of information to Board members, responding to Board inquiries, ensuring Board quorum, arranging for catering when required, and coordinating monthly Board reporting.
- Gather information and maintain the department's monthly and quarterly performance reporting in the PMF system.
- Act as external client primary contact for the department; greet clients and determine specific needs, collect confidential documentation, collect payments and ensure secure delivery to appropriate personnel.
- Answer multiple telephone lines, which includes screening calls, matching callers with appropriate personnel, providing information independently where possible, scheduling Homebuyer orientation attendees, providing resource information for additional services.
- Maintain all correspondence with and to the US Department of Housing and Urban Development, the Texas Department of Housing and Community Affairs, and other governmental entities.
- Act as department's liaison with Records management, which includes monitoring the schedule for document retention, ensuring compliance with retention schedule, coordinating transfer of department's records, and maintaining the department's inventory of records housed outside of the department.
- Assist program personnel with Council agenda items, which includes assembling agenda folders, submittal of legal service requests, preparing documents for Mayor signature, and communication with the City Attorney's and City Secretary's Offices.
- Provide information to public, outside agencies, and other city departments.
- Open and distribute incoming department mail; prepare postage and mailing for outgoing mail, which includes scanning and electronic storage of sent mail, as well as, processes for certified mailing which must be correctly weighed, documented, and flagged for follow-up.
- Provide logistical support for departmental events and meetings, which includes site selection and reservation, preparation of agendas, printing, and notifications.
- Organize departmental supplies and storage, including informing program and accounting staff when supply levels drop.

- Assist with the department's participation in community and outreach events. This includes active participation in the events, assisting with compilation of materials for the event, periodic event set-up, and material storage.
- Provide specific clerical support for the Housing Supervisor and Housing Advocate; provide general clerical support, where needed, to Assistant Director and other department personnel.

#### **OTHER DUTIES AND RESPONSIBILITIES**

- Perform related duties as assigned.

#### **SUPERVISORY RESPONSIBILITIES**

Supervisory responsibility is not a regular part of the position.

#### **FINANCIAL / BUDGETARY RESPONSIBILITY**

May be responsible for ordering supplies and materials for the Housing and Human Services Board or special events; collects and distributes loan payments. Transactional responsibility up to \$50,000 annually (not independently).

#### **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

##### **EDUCATION**

- High school diploma.

##### **EXPERIENCE**

- One (1) year of experience demonstrating office skills.

##### **CERTIFICATES, LICENSES, REGISTRATIONS**

- Appropriate, valid, state-issued driver's license, or the ability to obtain one, may be required.

##### **KNOWLEDGE OF**

- Customer Service: Principles and processes for providing customer and personal services including a desire to help customers regardless of their circumstance.
- Confidentiality: Methods and techniques of the proper handling and precautions for classified, confidential, and sensitive information.
- Office Systems: Administrative / clerical procedures and systems such as word-processing, filing, and records management systems, and other office procedures.

- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.
- English Language: The structure and content of the English language, including the meaning of words and grammar.

## **SKILLS AND ABILITIES IN**

- Accuracy: Paying attention to detail when dealing with numbers, words, and ideas.
- Time Management: Managing time wisely to complete assignments on time.
- Policy Comprehension: Accurately interpreting federal regulations, policies, and procedures.
- Relationship Maintenance & Networking: Developing relationships with developers, clients, and personnel in other city departments.
- Written and Oral Expression: Effectively communicating information and ideas in writing, as well as through speech, with a wide variety of people, often with diverse views and opinions, including citizens, agencies, and management.
- Self-Management: Working independently, with minimal supervision, while maintaining a high degree of proficiency.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Service Orientation: Actively looking for ways to help people.
- Multi-tasking: Working with multiple people, issues, and technological equipment simultaneously.
- Sequencing: Correctly following a given rule or set of rules to arrange things and actions.
- Composure under Stress: Remaining composed and making sound decisions during stressful or sensitive circumstances, such as when under pressure from clients.

## **GUIDANCE RECEIVED**

### **On-going Instructions and Range of Procedures**

Follows a range of established procedures, work methods and direct instructions. Must determine which procedure or method applies to each task or assignment and has some flexibility about the sequence of work. Issues outside of specific instructions and procedures are referred to supervisor or more senior position.

## **CONTACTS**

Residents, vendors, outside agencies, city personnel, and appointed Board members.

## **EQUIPMENT AND PROPERTY**

This position regularly utilizes a computer, copier and other types of office equipment.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee is regularly required to listen, see, sit, and/or talk. Frequently, s/he required to walk and is occasionally required to stand or to drive a vehicle.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The work environment is a general office environment and the noise level in the work environment is usually moderate.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.