

## ELIGIBILITY CLERK

### THE POSITION:

Under supervision, to conduct eligibility interviews and provide clerical assistance in the performance and processing of housing assistance eligibility determinations and other tasks as required.

### CLASS CHARACTERISTICS:

This is a journey level classification in the Eligibility class performing the work of moderate difficulty. Under supervision of the department manager or his/her designee. Incumbent's work is reviewed by Eligibility Specialist.

### EXAMPLES OF DUTIES:

- Provides excellent customer service;
- Screens and interviews applicants for housing assistance;
- enters data on computer;
- gathers, tabulates, proofs and keeps statistical data and records;
- prepares and sends verification forms;
- evaluates eligibility status;
- helps prepare reports;
- receives incoming calls;
- provides general information to the public and answers applicants' inquiries regarding their applications;
- types and processes letters, notices and forms;
- deliver necessary correspondence;
- basic inspections such as grounds, housekeeping, move-in, move-out;
- maintains files of correspondence, forms, reports and other materials;
- operates general office machines;
- performs other duties as assigned;
- may serve as translator for conduction oral and/or written business in Spanish and Punjabi.

### MINIMUM QUALIFICATIONS:

#### Knowledge of:

- Modern office practices and procedures;
- Computer application such as Word, Excel and Outlook;
- principles and techniques of interviewing people to ascertain factual information;

- basic record keeping principles and procedures;

Ability to:

- Learn assigned clerical tasks readily and adhere to prescribed routines;
- obtain information through personal interview;
- analyze personal information in determining eligibility for assistance;
- Ability to manage time;
- communicate effectively in oral and written form;
- understand regulatory references;
- establish and maintain effecting working relationship with others;
- make arithmetic calculations and keep records;
- prepare correspondence, forms and reports accurately;
- operate personal computer, calculator, fax, copier, telephone, mail stamp machine and printer;
- type at a speed necessary for successful job performance
- may require the ability to communicate effectively in Spanish or Punjabi both verbally and in writing.

EDUCATION AND EXPERIENCE:

- Equivalent to one year's experience in a clerical position involving considerable contact with the public.

SPECIAL REQUIREMENTS:

- Possession of a valid California Drivers' license.