

ELIGIBILITY SPECIALIST

THE POSITION:

Under general supervision, to perform and process housing assistance eligibility determinations, manage multiple leases and contracts and to do related work as required.

CLASS CHARACTERISTICS:

This is a journey level classification responsible for determining initial and continuing eligibility of applicants and recipients in assigned housing assistance program(s) in accordance with technical program regulations and established guidelines. Incumbents work independently with minimal supervision. Under supervisor of the department manager or his/her designee.

EXAMPLE OF DUTIES:

- Provides excellent customer service;
- Screen and interviews applicants for housing assistance programs;
- assists applicants in the completion of necessary forms;
- gathers, reviews and verifies documentation required in determining eligibility or continued eligibility for applicant/recipients;
- gathers, reviews, proofs and keeps statistical data and records;
- prepare and send verification forms;
- evaluates eligibility status and determines eligibility for assistance and amount of assistance received;
- notifies applicant/recipient of eligibility determination;
- issues determinations of eligibility;
- follows up and audits reviews to insure proper completion and compliance with program;
- maintains waiting list of eligible applicants;
- notifies applicant when funding /housing available;
- prepares required applicant/landlord documents;
- maintains applicant/recipient files;
- ability to manage time;
- schedules appointments;
- collect and process payments;
- processes damage claims;
- provides general information and answers inquiries regarding assistance programs;
- research, interpret and apply program regulations;

- enters data on computer;
- prepares a variety of correspondence, forms and reports related to housing assistance programs;
- may serve as translator for conducting oral and/or written business in Spanish or Punjabi;
- may perform housing quality inspections;
- perform other duties as assigned

MINIMUM QUALIFICATIONS:

Knowledge of:

- Principles and techniques in interviewing people to ascertain factual information;
- basic record keeping principles and procedures;
- telephone and correspondence methods;
- principles and practices of applying regulations and guidelines necessary to determine eligibility.
- Computer applications such as Word, Excel and Outlook

Ability to:

- Obtain information through personal interview;
- analyze personal information in determining eligibility for assistance;
- interpret and apply program regulations and guidelines;
- adhere to prescribed policies and procedures;
- communicate effectively in oral and written form;
- establish and maintain effective working relationships with others;
- make arithmetic calculations and keep records;
- prepare correspondence, forms and reports accurately;
- operate personal computer, calculator, fax, copier, telephone, stamp mail 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 experience as an Eligibility Clerk or two years of increasing responsible experience in a clerical position involving considerable contact with the public.
- Experience in interpreting and applying technical regulations and guidelines.

Special Requirement:

- Possession of a valid California Driver's license and meet automobile insurability requirements for Regional Housing Authority.