

SECTION 8 HOUSING PROGRAM CLERK

DISTINGUISHING FEATURES OF THE CLASS: This position involves the performance of clerical duties in support of services provided by a Section 8 Housing Choice Voucher Program.

This position involves interacting with the public, answering inquiries concerning eligibility for assistance under the program and maintaining accurate records. The work is performed under the general supervision of the Section 8 Housing Program Coordinator and the Section 8 Housing Program Assistant.

TYPICAL WORK ACTIVITIES: *The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.*

Receives callers and visitors and provides requested information and application forms or refers them to appropriate department or individual;

Prepares folders on individual cases and reviews documents for accuracy and completeness in accordance with Section 8 Housing Choice Voucher procedures and instructions;

Enters, updates and retrieves data utilizing a personal computer;

Maintains a file of unit correspondence, various transactions, records and related materials;

Types correspondence, reports, memoranda, contracts, etc. on a standard keyboard or typewriter;

Maintains a waiting list for participants whose applications are under consideration for eligibility determination into the Section 8 Housing Choice Voucher Program;

Logs complaints from either property owners or program participants and takes steps to remedy the situation or refers them to the proper individual;

May serve as a liaison between program participants, landlords and the Section 8 Housing Program Coordinator;

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May perform other routine duties related to the operation of the office.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, AND PERSONAL CHARAC-

TERISTICS: Good knowledge of office terminology, procedures and equipment, including the use of computers; good knowledge of business arithmetic and English; ability to keyboard at the rate of 35 words per minutes; ability to keep records and prepare reports; ability to work with people from difference social, ethnic, religious and personal backgrounds; ability to follow oral and written directions; tact; and courtesy.

MINIMUM QUALIFICATIONS: Either:

- (A) Graduation from high school or possession of a high school equivalency diploma and one (1) year of clerical experience, including the use of word processing applications; or
- (B) Two (2) years of clerical experience, which shall have involved at least one year of word processing experience; or
- (C) An equivalent combination of training and experience as described in (A) and (B) above.

NOTE: Completion of post high school education in the area of secretarial sciences or a related field can be substituted for experience on a year-for-year basis, if the coursework included classes in typing/keyboarding.

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Jurisdictional Class:Competitive
Public Hearing:N/A
NYS Civil Service Commission Approval:N/A