



HOUSTON HOUSING AUTHORITY POSITION DESCRIPTION

Position Title: Wait List Clerk
Department: Public Housing Operations
Supervisor: Director of Asset Management

Exempt *Non-Exempt* *New Position* *Revision (see below)*

Change of title *Previous Revision Date:* _____ *Other (Please Specify)* _____

Revised qualifications *Revised duties* _____

Expanded qualifications *Expanded duties* _____

Effective Date: _____

Approved: _____
Vice President, Public Housing Operations

Approved: _____
Director Human Resources

GENERAL SUMMARY

The Wait List Clerk is responsible for performing a variety of administrative and program-related tasks supporting HHA’s Public Housing Waiting List processes. The position is responsible for the highest level of customer service for both clients and staff in providing a point of contact for public housing applicants, incoming telephone calls and providing office support to the Asset Management Division.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Provide support to the Pre-Admission and Occupancy Manager to include data management, file preparation and maintenance, processing and tracking waiting list applicants, and applicant eligibility screening.
- Determine applicant eligibility for admissions. To include background, sex offender, EIV, and debts owed checks.
- Performs data entry functions as required; inputs and tracks data accurately on a regular basis and reconcile accounts and send out correspondence on behalf of the HHA Public Housing Program.
- Maintain an indexed record of the files in electronic system for electronic access of applicant information
- *Assist in maintaining client data/information in Asset Management database, including compiling data for requested information and reports to include transfer list, 504, VAWA, ADA reporting, leasing and occupancy status updates etc., waitlists maintenance to ensure accuracy of data entry and waitlist data integrity and vitality.*
- Maintain inquiries concerning status checks, hearing requests, application requests, and inquiries related to public housing property concerns and/or grievances, including responding to applicants, tenants and/or community stakeholders via email and/or telephone.
- Perform customer service functions to including: answering the telephone, greeting and providing assistance to the residents, the public, and other HHA staff.
- Prepare, track and mail denial letters

- Perform other duties as assigned including any temporary assignments at other locations or doing other functions commensurate with the qualifications and knowledge of this position.

KNOWLEDGE, SKILLS AND ABILITIES

- *Ability to learn federal, state, and local laws, rules, and regulations, pertaining to low-income housing and Houston Housing Authority policies and procedures.*
- *Some knowledge of principles, practices, and techniques of budgeting and data processing.*
- *Knowledge of community resources and social service agencies essential for optimum results and program development and implementation.*
- *Ability to establish and maintain effective working relationships with other employees and the public, and deal effectively with situations requiring one to be tactful and diplomatic, yet firm.*
- *Ability to communicate clearly and concisely, verbally and in writing.*
- *Ability to compile and interpret statistical data for effective reporting.*
- *Ability to develop training materials and make effective presentations.*
- *Bilingual communication is highly desirable.*

COMPLEXITY / SCOPE OF WORK

- *The employee performs a wide variety of related activities.*
- *Work is primarily routine and repetitive in nature. The employee identifies what needs to be done and determines how to accomplish it.*
- *The employee coordinates, integrates, and prioritizes the tasks.*
- *The employee occasionally makes decisions regarding unusual circumstances, or conflicting data.*
- *The Wait List Clerk work affects applicants, current residents, community groups, and support agencies on a continuing basis. Successful accomplishment of duties by the employee enhances greatly the Houston Housing Authority's ability to meet its overall mission.*

SUPERVISORY CONTROLS

- *The employee receives instructions from the Director of Asset Management and the Senior Operations Manager.*
- *Normally, the employee plans and carries out routine work activities with minimal supervision and independently resolves problems that arise.*
- *The employee receives specific instructions when complaints are brought to the attention of the Director of Asset Management; and when the Director of Asset Management is contacted by the Pre-Admissions and Occupancy Manager for direction.*
- *The employee's work is evaluated for conformity to organizational policies and attainment of personal performance evaluation objectives.*

PERSONAL CONTACTS

- *The employee has contact with Houston Housing Authority employees at all levels and with various persons including the general public, the media, residents, resident association officers, officials and representatives of various social service, educational and local, state, and federal agencies.*
- *The primary purposes of contacts are to gain, clarify, or give information; plan, coordinate, and advise on work efforts; motivate, influence, or direct persons or groups; and to justify, defend, negotiate, or resolve controversial matters or issues.*

PHYSICAL DEMANDS / WORK ENVIRONMENT

- *Work is primarily sedentary, and involves some physical exertion during visits and inspection of units and developments.*
- *Moderate physical exertion such as bending, stooping, crouching and climbing stairs is needed for field visits.*
- *Work may require travel to meetings, conferences and workshops.*
- *Work hours may vary from the normal core hours of the agency and on occasions may involve weekend work.*
- *Work involves the normal risks and discomforts associated with an office environment and visits to outdoor developments, sites, dwellings, or facilities, inspections of structures.*
- *Work may involve confrontations with applicants and residents.*

MINIMUM QUALIFICATIONS

- *High School Diploma required.*
- *two (2) years of Public Housing and/or Social Services experience, preferred.*
- *Computer skills a must, proficient in Microsoft Office products.*
- *Bondable.*
- *Valid Texas driver's license.*
- *Eligibility for coverage under Houston Housing Authority fleet auto insurance.*

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.