

Housing Authority of the County of Tulare

Job Description

Job title: ELIGIBILTY CLERK III

Work Location: One or more of the agency office locations located in Tulare County

Department: All Area Offices

Reports to: AREA MANAGER III

☒ **Full-time**
☐ **Part-time**

☐ **Exempt**
☒ **Nonexempt**

DEFINITION:

- Assist with the monthly reports which includes distributing the reports and returning the reports with status updates, review and ensure responses are adequate and acceptable to forward.
 - Assist with addressing/responding to discrepancies and actions needed immediately with reports, staff and program participants.
 - Support training Eligibility Clerk II's by ensuring procedures are being followed. Assist with new hire training and further training as needed.
 - Assist the Area Manager with distribution of workload when any Eligibility Clerk is out of the office for any extended period or vacant.
 - Under direction, to perform duties in connection with the taking of applications.
 - Housing of tenants.
 - Re-examinations and transfers of Housing Authority project residents.
 - Maintaining financial and statistical records.
 - Performing clerical work of average difficulty.
- The distinguishing characteristics between Eligibility clerks II and Eligibility clerk III are reflected by levels of responsibility.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Interviews applicants for housing, processes applications and verifies eligibility and houses applicants.
- Determines tenants' eligibility for continued occupancy.
- Calculates rent.
- Verifies statements of sources requiring a high order of judgment.
- Updates information into computer.
- Explains conditions of occupancy.
- Performs various leasing and occupancy functions.
- Establishes and maintains various files.
- Compiles and prepares statistical reports.

MARGINAL FUNCTIONS: Performs related work as required or delegated.

EDUCATION AND/OR WORK EXPERIENCE REQUIREMENTS:

- High School education or GED equivalent.
- Two years of general office experience, wherein public reception, interview, recording and factual data verification were major position requirements.
- Additional qualifications may be substituted for the required education on a year-for-year basis.

SKILLS TO:

- Understand and follow prescribed procedures and adhere to policy and procedures.

- Write clearly and neatly.
- Possession of an inherent appreciation of public service.
- Computer literate in MS Office software.

KNOWLEDGE OF:

- Modern office methods, practices and equipment.
- Ability to keep financial and statistical records.
- Ability to do clerical work of average difficulty, including accurate mathematical calculations.
- Ability to greet the public with courtesy.
- To maintain cooperative working relationships with other employees.
- Conduct public interviews wherein the tactful extraction of personal information is required to determine eligibility for housing-assistance programs.

DESIRABLE QUALIFICATIONS:

Bilingual in Spanish which includes speaking, reading and writing.

PHYSICAL CHARACTERISTICS:

- Manual dexterity of the hands/wrists in order to operate a computer keyboard, calculator and other office equipment.
- Good eyesight to read/write and visually use a computer screen.
- Strength and flexibility in order to bend, reach, stoop and lift files and supplies weighing up to 25 pounds.
- Good hearing to accommodate and greet persons coming into the office and to handle telephone conversations.
- Clear speech and verbal skills in order to communicate with the public and co-workers.
- Ability to operate a motor vehicle.
- Must have ability to cope with stressful circumstances.
- Cordially interact with co-workers to accomplish common tasks.
- Regular attendance required.

LICENSES/CERTIFICATES:

A valid California driver's license and acceptable DMV record.

Adopted: 2/2024