



June 2019
FLSA: Non-Exempt

HOUSING PROGRAM TECHNICIAN

DEFINITION

Under general supervision, provides a wide variety of technical and administrative support in coordinating, implementing, and maintaining housing and community development projects, programs and agreements; acts as liaison for the Town with a variety of private, public and community organizations and regulatory agencies; implements, and participates in technical processes, procedures and programs; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Housing Program Manager. No direct supervision of staff is exercised.

CLASS CHARACTERISTICS

This is a technical classification performing a wide variety of routine and complex housing related work. Incumbents serve to relieve the Housing Program Manager of performing technical and administrative work and are expected to function with very little direct oversight. Successful performance of the work requires the interpretation and application of policies, procedures and regulations and may involve frequent contact with the public, as well as performing various research and monitoring functions.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs technical administrative assistance and support duties for the Town's housing and community development programs.
- Develops and processes loan applications from start to completion for the rehabilitation of real property belonging to targeted groups, including interviewing applicants, performing intake duties, processing loan applications, evaluating collecting and verifying application information, explaining the various Town housing and community development programs to prospective loan recipients, and taking applications through the approval process.
- Monitors and implements procedures for loan/grant closings, including coordinating and interacting with owners and escrow staff, setting up loan collection accounts, and implementing procedures regarding loan/grant defaults, loan extensions, and related monitoring requirements.
- Establishes and maintains records and files for town rehabilitation programs, including all documentation related to loans, contracting agreements, housing photos, and fund disbursements.
- Participates in field inspection work, including gathering data for State and Federal grant applications, and other related duties.
- Meets with contractors and homeowners to discuss project scope; disburses funds to contractors for work completed, including providing the final accounting of loan proceeds, adjusting and documenting changes to Note as required, and processing the checks.
- Attends meetings, conferences, workshops, and training sessions and reviews publications and audio-visual materials to become and remain current on principles, practices, and new developments in assigned work areas.

- Prepares, processes and tracks loan pay off documents, staff documents for agenda, and legal documents for recording.
- Acts as the Town's representative and liaison on relevant topics, including responding to questions and comments from the public in a courteous and timely manner and collaborating with involved parties to reach resolutions on identified issues.
- Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Organization and function of public agencies, including the role of an elected Town Council and appointed boards and commissions.
- Applicable codes, regulations, policies, guidelines technical processes and procedures related to a housing rehabilitation program.
- Basic practices of banking, finance, real estate and construction industries.
- Practices and procedures of real estate loans and escrow.
- Principles and practice of contract administration.
- Business arithmetic and basic statistical techniques.
- Basic principles of record keeping.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Town staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Perform responsible technical administrative support work with accuracy, speed, and minimal supervision.
- Provide varied, responsible administrative support work requiring the use of independent judgment, tact and discretion.
- Understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Develop, interpret, apply, and explain a wide variety of technical policies and procedures, and communicate difficult procedures and regulations to those encountered in the course of work.
- Read, comprehend, and translate blueprints, plans, and related items.
- Research, analyze, and summarize data, and prepare and present accurate and reliable reports containing findings and recommendations.
- Organize, maintain, and update office database and records systems.
- Quickly learn and use new skills and knowledge due to rapidly changing information and/or technology.
- Develop creative alternatives to problem solving and conflicts.
- Make accurate arithmetic, financial and statistical computations.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the division and the Town in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.

- Learn and understand the organization and operation of the Town and of outside agencies as necessary to assume assigned responsibilities.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an associate degree in real estate, finance, economics, business, or a related field, and two (2) years of experience in loan processing, property rehabilitation, construction, escrow procedures, financial accounting, real estate transactions, and/or public agency programs.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, to visit various Town and meeting sites and to inspect various residential sites; vision to read printed materials, a computer screen, and to perform inspections; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects necessary to perform job functions.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.