
JOB ANNOUNCEMENT: 12/16/2022

ELIGIBILITY TECHNICIAN
MONTHLY SALARY RANGE: \$4,535.38 – 5,390.13

The Housing Authority of the County of Alameda (HACA), located in Hayward, California, is currently recruiting for the Eligibility Technician job classification.

HOW TO APPLY

Last Day to File:

Applications must be submitted by 11:59pm on Friday, January 20, 2023, unless extended.

Application:

*NOTE: Submission of a resume is optional. All of the following documentation is **REQUIRED**, and the application packet **MUST** be submitted for application and applicant to receive full consideration.*

All applicants must submit an application packet consisting of:

1. Completed HACA employment application; and
2. Completed HACA supplemental questionnaire.

Applicants may submit their application packet using one of the following methods:

1. Email your application packet to: jobs@haca.net
2. Mail your application packet to:

HACA / Attn: Human Resources
22941 Atherton Street
Hayward, CA 94541

The HACA employment application and supplemental questionnaire can be downloaded from HACA'S website at www.haca.net. If you have any questions, please call the HR department at (510) 727-8518. HACA will make reasonable efforts in the examination process to accommodate disabled applicants. If you have special needs, please call (510) 727-8518.

Applications and other required related documents must be filed within the official period advertised for each examination. Applicants are responsible for the truth of all statements made in their applications and other related documents. False statements are grounds for rejection of an application or discharge from HACA employment in accordance with applicable HACA Personnel Rules.

HACA is an Equal Opportunity/Affirmative Action employer. Women, ethnic and racial minorities, and disabled individuals are encouraged to apply. Applicants will be considered without regard to their race, color, religion, sex, national origin, age, disability or any other non-job-related factor.

POSITION

The Eligibility Technician classification receives direct supervision from either the Programs Manager or Special Programs Manager and receives guidance from the Eligibility Leadworker. This position requires a professional who has the ability to perform in an organization driven by challenge, change, and teamwork. Typical responsibilities include but are not limited to:

- Explains housing programs to applicants and program participants
- Performs various eligibility functions such as screening/interviewing applicants and processing applications to determine program eligibility.
- Performs annual and interim reexaminations of participants based on Housing Authority policies and program regulations to determine continued program eligibility
- Process a variety of documents and correspondence regarding applications, reexaminations, and program eligibility status.
- Maintains and applies knowledge of applicable laws, regulations, Department of Housing and Urban Development (HUD) guidelines, and the Housing Authority's Administrative Plan, including Fair Housing and Limited English Proficiency (LEP).
- Maintains various records, including scanning documents and maintaining electronic files and inputting information into software systems.

IDEAL CANDIDATE

The ideal candidate will have solid experience and proficiency in:

- Basic methods and practices used in housing assistance and/or social service programs
- Microsoft Office 365 suite of programs (Excel, Outlook, Teams, and Word)
- Familiarity with scanning and electronic filing techniques
- Interfacing with the general public and diverse populations
- Communicating with ease and providing excellent customer service

SUCCESSFUL CANDIDATE

The successful candidate will have many of the following personal attributes:

- Excellent interpersonal skills
- Capable of interacting with a diverse population;
- Well-organized;
- Proactive and enthusiastic.

REQUIREMENTS

These are entrance requirements for admission to the examination which is competitive. *Possession of the entrance requirements does not assure a place on the eligibility list.* A candidate's performance in the exam will be judged in comparison with the performance of other candidates.

MINIMUM QUALIFICATIONS

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

HACA internal candidates only:

One and one-half (1-1/2) years in the class of Administrative Clerk or Housing Technician for HACA.

External Candidates:

Equivalent to the completions of twelfth (12th) grade and three (3) years of full-time administrative experience involving public contact, telephones, recordkeeping, file maintenance and data entry preferably in a social services setting. Experience working with or for assisted housing programs, social services programs property management or other housing-related fields is preferred.

LICENSE

Possession of a valid California Motor Vehicle Driver's license.

EXAMINATION

The examination will consist of the following steps:

1. Screening of all applications to identify those applicants who meet the announced minimum qualifications for acceptance into the exam;
2. Review of applications of those candidates who meet the minimum qualifications for selection of those best qualified to continue in the exam process;
3. A job-related interview (worth 90%) and a written exercise (worth 10%) of the candidate's overall score.

The examination will measure an applicant's:

Knowledge of:

- Basic methods and practices used in housing assistance and/or social service programs.
- Applicable laws and regulations including those related to fair housing and local housing codes.
- Policies, technical processes and procedures related to the Housing Authority.
- Scanning and electronic filing techniques.
- Document and report production methods.
- Principles and procedures of record keeping and reporting.

- Basic mathematical calculations.
- Computer applications related to the work, including word processing, database, and spreadsheet applications.
- Modern office practices, methods, and computer equipment.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Housing Authority staff.

Ability to:

- Interpret, apply and explain applicable Housing Authority technical processes, policies and procedures.
- Compose correspondence independently or from brief instructions.
- Understand and carry out oral and written directions.
- Compile and review information; prepare records.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Establish and maintain a variety of filing, record keeping and tracking systems.
- Organize work, set priorities and meet critical time deadlines.
- Operate and maintain modern office equipment, including computer equipment and specialized software application programs.
- Use English effectively to communicate in person, over the telephone and in writing.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

COMPENSATION AND BENEFITS	
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Salary	Employees generally start at Step 1 of the salary range within the assigned classification. The monthly salary range is \$4,535.38 - \$5,390.13 per month.
Vacation & Sick Leave	Accruals are based on 37.5 hour work week schedule (full time). Sick leave accrues at the rate of one-half day per bi-weekly pay period. Vacation is granted annually starting with 2 weeks for the first 3 years of service.
Work Week & Holidays	HACA operates on a 9/75 schedule (offices are closed every other Friday) and on a bi-weekly pay cycle. There are 13 paid holidays and 3 floating holidays.

COMPENSATION AND BENEFITS (CONTINUED)

Retirement (Reciprocity with PERS)	Both the employee and HACA contribute to the Alameda County Retirement Association (ACERA). Employees entering ACERA after 1/1/2013, enter at the Tier 4 benefit level. Tier 4 mandatory employee contributions are 9.24% of the employee's eligible salary. Mandatory employee contributions are made through payroll deduction on a pre-tax basis.
Health Insurance	HACA contributes a fixed amount toward employee medical insurance under one of several recognized programs.
Dental	HACA pays the premium for dental insurance for the employee and dependents.
Vision	HACA pays the premium for a vision plan for employee coverage; employees can pay premium for dependents.
Flexible Spending Account (FSA)	Employees may participate in FSA for purposes of paying on a pre-tax basis for those expenses allowed pursuant to Section 125 of the Internal Revenue Code.
Credit Union	HACA employees are eligible to join a Credit Union.
Life Insurance	HACA pays the premium for a group life insurance benefit plan.
Deferred Compensation Plans	Social Security 457 Plan

BACKGROUND CHECK & PRE-EMPLOYMENT PHYSICAL**BACKGROUND CHECK**

An applicant's previous employment may be investigated, and references will be contacted. Results of this investigation may be cause for disqualification.

Fingerprints will also be taken for a review of any criminal history. Any record of conviction may be reviewed by the Personnel Committee or Executive Director and may result in termination of eligibility for employment. A conviction record will not necessarily disqualify an applicant from employment. Each case will be given individual consideration based on job relatedness.

PRE-EMPLOYMENT PHYSICAL

All prospective employees must pass a pre-employment medical examination before beginning employment. Offers of employment are conditional upon successful completion of this examination. HACA may disqualify any eligible on the basis of the examining physician's report.

CONTINUE TO NEXT PAGE FOR SUPPLEMENTAL QUESTIONNAIRE

ELIGIBILITY TECHNICIAN SUPPLEMENTAL QUESTIONNAIRE

The purpose of this questionnaire is to provide candidates the opportunity to elaborate on their qualifications and experience in specific job-related areas. Your written questionnaire responses and application will be reviewed and rated. Candidates who meet the minimum requirements *and* are the best qualified for the position will continue in the exam process.

DIRECTIONS:

- It is critical that you respond to this supplemental questionnaire completely; however please limit your responses to one page for each question. Indicate your name on each page of your response.
 - **PLEASE BE ADVISED THAT** although you may possess the minimum requirements for this exam, you are not guaranteed advancement in the selection process.
 - Return your completed application and supplemental questionnaire immediately as the exam may close at any time. ***Applications submitted without a completed supplemental questionnaire will not be considered.***
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1. Describe your experience in interacting with: (1) people from various socio-economic and cultural backgrounds; (2) people with various disabilities; (3) people with limited English proficiency; and (4) those who are living under stressful circumstances.
2. Describe a situation where you needed to explain complicated information to someone with limited ability to understand. Were you successful? Why or why not?
3. Describe a work situation where your decision was determined to be incorrect. What was your reaction and what was the result?
4. Maintaining multiple and frequent deadlines is critical to the position of Eligibility Technician. Describe how you prioritize your work and what steps you take when your work falls behind.
5. On occasion, Eligibility Technicians may receive inconsistent information from two or more different sources. Describe a similar situation in your experience and the steps you took to resolve the inconsistency.