

HOUSING AUTHORITY OF THE COUNTY OF ALAMEDA (HACA)

LEASING SERVICES LEADWORKER 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 housing, including the programs you have experience with and the types of activities in which you were involved.
2. Describe your experience in enforcing housing or social service program requirements. Provide examples of how you approach cases in which participants violate program rules.
3. Describe a work-related project or circumstance wherein you took a leadership role. What methods did you employ to achieve a successful conclusion? Explain why.
4. Describe an example of a time you faced a conflict while working on a team and how you handled it to achieve a positive outcome.
5. Describe your experience in a lead or supervisory capacity, including providing guidance and training and motivating staff who are under-performing.
6. Describe a time when you had to work with a frustrated customer who was unhappy with a process or outcome and the steps you took to de-escalate their frustration and provide clarity to the customer.