

Housing Authority of the County of Alameda

Human Resources Department



Housing Authority of the
County of Alameda

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| Position: | Administrative Clerk | Classification #: | 3618 |
| Salary Range: | \$4,611.75 - \$5,239.00 monthly \$55,341.00 - \$62,868.00 annually | Location: | Hayward, California |
| Job Type: | Regular Full-Time (Two Vacancies) | Department: | Various Departments |
| Opening Date: | 11/20/2023 | Closing Date: | 12/8/2023 at 11:59 p.m. |

ABOUT HACA:

The Housing Authority of the County of Alameda (HACA) offers several programs funded by the U.S. Department of Housing and Urban Development (HUD) to assist low-income families, seniors, people with disabilities, and others in various parts of Alameda County. HACA's goal is to provide affordable housing, rental assistance, and associated services to individuals with low-, very low-, and extremely low incomes. This includes elderly individuals and those with documented disabilities, assisting them in achieving as much independence as possible within their means.

ABOUT THE POSITION:

Under supervision from department managers and/or guidance from Eligibility Leadworkers and/or Leasing Services Leadworkers, performs a wide variety of general administrative duties in support of HACA's goals and objectives, and provides information and assistance to program participants and clients, as well as the general public. Positions in this classification may be assigned tasks relating to one particular function supporting a department manager or tasks assigned may vary greatly.

The Administrative Clerk classification is considered to be entry-level and is distinguished from the Eligibility Technician classification in that the latter is responsible for technical processing and decisions regarding housing program eligibility.

Typical responsibilities include but are not limited to:

1. Receive, review, scan, and distribute a variety of documents including applications, forms, and other information submitted by program participants or owners, contracts, bid documents, and general correspondence.
2. Serve as lobby receptionist, receiving and assisting participants and the public while providing information on housing programs and procedures.
3. Answer and direct phone calls received through the Housing Authority's call center from participants, owners, and the general public.
4. Perform data entry and utilize housing software systems as required for specific functions.
5. Initiate and respond to communication with participants, vendors, owners, and clients via phone, email, or mail as related to specific job functions.
6. Coordinate and schedule inspections and other appointments related to specific job functions.
7. Generate and process work orders and coordinate the same with maintenance staff.
8. Prepare a variety of forms such as invoices, records of transactions, requisitions, and purchase orders; verify data for accuracy and submit to the appropriate manager.
9. Process mail, including receiving, sorting, and distributing incoming and outgoing correspondence and maintenance of mailing lists.
10. Maintain records and files to ensure accurate and current information is readily available.
11. Maintain and apply general knowledge of Housing Authority programs, policies, and procedures related to specific job functions.

ABOUT THE POSITION (CONTINUED):

12. Compile information and data for operational and tracking reports.
13. Perform a wide variety of general administrative support, including photocopying, scanning, faxing, and assisting with administrative projects.
14. Provide necessary administrative support to any department manager.
15. Interact with co-workers, clients, vendors, and the general public in a tactful, courteous manner, ensuring excellent customer service.
16. Perform other duties as assigned.

The ideal candidate will have the following knowledge and personal attributes:

Knowledge of:

- English usage, spelling, grammar, and punctuation.
- Basic methods and practices used in housing assistance and/or social services programs.
- Modern office practices, procedures, methods, and computer equipment.
- Scanning and electronic filing techniques.
- Document and report production methods.
- Principles and procedures of record keeping and reporting.
- Preparation of general business correspondence.
- Computer applications related to work, including word processing, database, and spreadsheet applications.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Housing Authority staff.
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Ability to:

- Learn and correctly interpret and apply the policies and procedures of the function to which assigned.
- Understand and carry out complex oral and written directions.
- Analyze and evaluate large volumes of data.
- Organize work, set priorities, and meet critical time deadlines.
- Compile, review, and categorize detailed information; prepare records.
- Organize, maintain, and update large quantities of documents.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Operate and maintain modern office equipment, including computer equipment and specialized software application programs.
- Compose correspondence independently or from brief instructions.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive, professional, and effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS:

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.

Experience:

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:

1. Two (2) years of responsible administrative experience, including public contact. Experience working with or for assisted housing programs, social services programs, property management, or other housing-related field is preferred.
2. Equivalent to the completion of the twelfth (12th) grade with demonstrated experience performing administrative or office work.

License:

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

QUALIFICATION REQUIREMENTS:

To perform the duties of this classification successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed above are representative of the knowledge, skill, and ability required for the Housing Technician. Reasonable accommodation may be made to enable individuals with disabilities to perform essential job functions. In addition, a driving record acceptable to the Housing Authority's insurance carrier must be maintained.

PHYSICAL DEMANDS:

Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the Housing Technician classification.

While performing the duties of this classification, mobility within the workplace is required. Manual dexterity is required to operate a computer. Good eyesight is required to read and write. Good hearing and speech are necessary in order to communicate with the general public, co-workers, agency clients, the general public and officials contacted in the normal course of work. Regular attendance is required. Employees in this classification must be able to handle stressful situations. a valid California Motor Vehicle Driver's license.

DESIRABLE QUALIFICATIONS:

1. Proficiency in clerical and administrative tasks, such as record-keeping, data entry, scanning, and filing.
2. Familiarity with housing authority policies and procedures, federal and state regulations, and other relevant laws.
3. Excellent communication skills, both verbal and written, to interact with a diverse group of stakeholders effectively.
3. Strong attention to detail and accuracy to ensure records and reports are error-free and up-to-date.
4. Ability to work independently and as part of a team, and to prioritize tasks and manage time efficiently.
5. Proficiency in Microsoft Office Suite, including Word, Excel, and PowerPoint, as well as database management, electronic filing systems, and other relevant software.

BENEFITS:

HACA offers a comprehensive and competitive benefits package that affords wide-ranging healthcare options to meet the different needs of a diverse workforce and their families. We also sponsor many different employee discounts, and fitness and health screening programs focused on overall well-being. These benefits include but are not limited to*:

For your Health & Well-Being:

- Medical – HMO & PPO Plans – 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.
- Basic Life Insurance - HACA pays the premium for a group life insurance benefit plan.
- Supplemental Life Insurance (with optional dependent coverage for eligible employees)
- Flexible Spending Accounts - Health FSA, Dependent Care and Adoption Assistance
- Short-Term Disability Insurance
- Long-Term Disability Insurance
- Voluntary Benefits - Accident Insurance, Critical Illness, Hospital Indemnity and Legal Services
- AFLAC Supplemental Insurance

For your Financial Future (Reciprocity ability):

- Retirement Plan - 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 9.30% of the employee's eligible salary. Mandatory employee contributions are made through payroll deduction on a pre-tax basis.
- Deferred Compensation Plan (457 Plan or Roth Plan)

For your Work/Life Balance:

- 14 paid holidays
- Floating Holidays
- Vacation and sick leave accrual
- Vacation purchase program
- Catastrophic Sick Leave
- Credit Union - HACA employees are eligible to join a Credit Union.
- Employee Assistance Program

Work Week:

- This position at HACA follows a 9/75 work schedule which means employees work for nine consecutive days and then have a day off every other Friday. This type of shift system reduces fatigue and burnout among the employees. The schedule for the two weeks is as follows:
 - Week 1, Monday to Friday, and,
 - Week 2, Monday to Thursday.

BACKGROUND CHECK & AND PRE-EMPLOYMENT PHYSICAL:

Background Check:

As part of the application process, we may conduct an investigation into an applicant's employment history and contact their references. If the results of this investigation raise concerns, it may lead to disqualification from consideration for the position. Additionally, we will also take fingerprints for a criminal history review. A past conviction will be carefully considered on a case-by-case basis, taking into account its relevance to the job in question. While a conviction may result in the termination of eligibility for employment, it will not necessarily disqualify an applicant from consideration. Ultimately, the Personnel Committee or Executive Director will make the final decision.

Pre-Employment Physical:

It is a requirement for all newly hired individuals to undergo a pre-employment medical examination, with employment offers being contingent on successfully passing the examination. HACA retains the right to disqualify candidates based on the report provided by the examining physician.

HOW TO APPLY & TENTATIVE SELECTION PLAN:

How to Apply:

- 1. Application materials are available on the HACA website at: <https://www.haca.net/employment/job-listings/>
- 2. Applications must be submitted by **11:59 p.m. on Friday, December 8, 2023**, unless extended.

Application:

All the following documentation is **REQUIRED**, and the application packet **MUST** be submitted for the applicant to receive full consideration. All applicants **MUST** submit an application packet consisting of:

- 1. Compelling cover letter explaining interest and qualifications; and,
- 2. Resume; and,
- 3. Completed HACA employment application; and,
- 4. 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: (Postmark **MUST** before **11:59 pm on Friday, December 8, 2023**)

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

Tentative Selection Plan:

Applicants will be informed via email with reasonable notice in advance of any examination process which will require their attendance. The following dates are tentative and subject to change based on the needs of HACA:

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| Deadline for Filing: | Friday, December 8, 2023 @ 11:59 pm |
| Review for Minimum Qualifications: | Week of December 11, 2023 |
| Written Examination: | Week of December 18, 2023 |
| Panel Interviews (in person): | Week of December 18, 2023 |
| Second Interviews (in person) | Week of January 8, 2024 |
| Selection and Offer: | Week of January 8, 2024 |
| Anticipated Start Date: | Week of January 22, 2023 |

HOW TO APPLY & TENTATIVE SELECTION PLAN (CONTINUED):

WE RESERVE THE RIGHT TO MAKE CHANGES TO THE ANNOUNCED RECRUITMENT & SELECTION PLAN

HACA's Human Resource Department will make reasonable efforts in the examination and/or selection process to accommodate qualified individuals with disabilities and/or medical conditions in accordance/compliance with the State Fair Employment and Housing Act (FEHA), Federal Americans with Disabilities Act (ADA) HACA's Reasonable Accommodation Policy and applicable statutes.

To request accommodation due to a disability/medical condition during this or other phases of the examination/selection process, please contact the Human Resources Representative listed on the job announcement before the last date of filing. HACA requires applicants to provide supporting documentation to substantiate a request for reasonable accommodation. In order to qualify for reasonable accommodation, applicants must have a disability/medical condition pursuant to the ADA, FEHA, and applicable statutes. For more information regarding our Reasonable Accommodation procedures, please visit our website, <https://www.haca.net/participants/reasonable-accomodations/>

EQUAL EMPLOYMENT OPPORTUNITY:

HACA has a diverse workforce that is representative of the communities we serve and is proud to be an equal opportunity employer. All aspects of employment are based on merit, competence, performance, and business need. HACA does not discriminate in employment on the basis of race, color, religion, sex (including pregnancy and gender identity), national origin, political affiliation, sexual orientation, marital status, disability, genetic information, age, membership in an employee organization, retaliation, parental status, military service, or other non-merit factors protected under federal, state and local law. HACA celebrates diversity and is committed to creating an inclusive and welcoming workplace environment.

EXAMINATION:

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.

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 in-person interview and an in-person written exercise.

The purpose of the examination is to assess the applicant's proficiency and expertise in various areas relevant to the role of an administrative clerk. These may include but are not limited to, their knowledge of administrative procedures, record-keeping, data entry, communication, customer service, and computer applications such as Microsoft Office. Additionally, the examination will evaluate the applicant's ability to perform tasks and duties such as filing, organizing documents, scheduling appointments, and responding to inquiries. The results of the examination will help determine the applicant's suitability and readiness for the role of an administrative clerk.

THE SUPPLEMENTAL QUESTIONNAIRE FOLLOWS ON THE NEXT PAGE

SUPPLEMENTAL QUESTIONNAIRE:

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) 727-8517. HACA will make reasonable efforts in the examination process to accommodate disabled applicants. If you have special needs, please call (510) 727-8517.

ADMINISTRATIVE CLERK SUPPLEMENTAL QUESTIONNAIRE

The purpose of this questionnaire is to provide candidates with 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 qualifications 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 period. Applications submitted without a completed supplemental questionnaire will not be considered.

1. Please describe your experience working with the public. This should include any environments where you interacted with diverse populations on a daily basis.
2. Please provide details about your experience in the following areas:
 - (a) providing customer service over the telephone or working in a call center,
 - (b) assisting challenging customers, and
 - (c) handling potentially urgent situations.
3. Please give examples of times when you initiated teamwork or participated in a team. Include your position, role, and the outcome. Also, if you have had any budgetary responsibilities or experience handling department orders, please include those details as well.
4. What is your experience with data entry? Please describe the tasks involved, the type of data entered, and the software used.
5. The Housing Authority staff's documents and customer interactions are confidential and protected by law. Please describe your experience working with confidential information. Include the type of information and the measures you have taken to protect confidentiality.
6. Finally, please describe your experience with document scanning and electronic filing. This should include the software products/programs in which you are proficient, how you have used such programs in previous jobs, and the types of documents with which you have worked.