

# Housing Authority of the County of Alameda

Human Resources Department



Housing Authority of the  
County of Alameda

<b>Position:</b>	Housing Technician	<b>Classification #:</b>	3650
<b>Salary Range:</b>	\$4,970.88 - \$5,739.50 monthly \$59,650.56 - \$68,874.00 annually	<b>Location:</b>	Hayward, California
<b>Job Type:</b>	Regular Full-Time	<b>Department:</b>	Housing Programs/Special Programs
<b>Opening Date:</b>	11/20/2023	<b>Closing Date:</b>	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 general supervision and in support of Housing Authority goals and objectives, performs a wide variety of higher-level administrative tasks involving strong analytical skills in support of the programs, departments, or functions to which assigned.

The Housing Technician is a non-exempt position. The person in this position performs a higher level of administrative tasks requiring strong analytical skills as distinguished from the Administrative Clerk classification, which is an entry-level position.

This classification may be assigned to one of the Housing departments (Programs or Special Programs). The Housing Technician classification receives direct supervision from management staff and receives guidance from Leadworker(s) at management's discretion.

Typical responsibilities include but are not limited to:

1. Maintain and analyze large sets of data for planning, decision-making, tracking, and reporting related to classification job functions.
2. Support maintenance of HACA's waiting lists, including updating applicant information, sending mass mailings for available units and available vouchers, responding to waitlist applicant inquiries, and assisting with waitlist openings
3. Assist Leadworkers and/or management with reasonable accommodation requests, including processing of requests, verification, and communication with relevant parties, analyzing and making recommendations for approval/denial, preparing HACA's response for approval/denial, and maintaining records for tracking and reporting.
4. Plan and schedule inspections for all units across HACA's housing programs, including maintaining tracking files, coordinating the schedule of contracted inspector(s), mailing notices, communicating with participants, owners, and inspectors, processing and tracking outcomes, and maintaining records.

## **ABOUT THE POSITION (CONTINUED):**

5. Utilize housing software systems as required for specific functions, including troubleshooting and communication/coordination with relevant parties to report and resolve issues.
6. 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.
7. Initiate and respond to communication with participants, vendors, owners and clients via phone, email or mail as related to specific job functions.
8. Prepare or review a variety of forms and documents such as invoices, records of transactions, requisitions and purchase orders; verify data for accuracy and submit to the appropriate manager.
9. Satisfactorily complete any required training courses and pass any associated exams in order to complete the training curriculum.

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

#### **Knowledge of:**

- Computer applications related to the work, including word processing, database, and spreadsheet applications, with strong skills in Excel and/or Access.
- 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.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and Housing Authority staff.

#### **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:

#### A. Housing Authority internal candidates only:

Two (2) years in the classification of Administrative Clerk in the Housing Authority service.

#### B. External candidates

1. Two (2) years of responsible administrative experience, which includes a demonstrated high level of organization skills, use of spreadsheets, attention to detail, and use of a variety of computer software programs.
2. Experience working with or for assisted housing programs, social services programs, property management, or other housing-related fields is preferred.
3. Possession of an AA degree in the field of social services or other relevant field may be substituted for one year of experience.

### 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/or 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 accommodations 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.

## **DESIRABLE QUALIFICATIONS:**

1. Ability to adapt and adjust to changes in organizational, programmatic, or team priorities.
2. Organize work and effectively establish priorities.
3. Communicate professionally, clearly, concisely, and effectively orally and in writing.
4. Establish effective working relationships with management, employees, the general public, and diverse populations.
5. Perform tasks in the Microsoft Office 365 suite of programs (Excel, Outlook, Teams, and Word).
6. Ability to navigate databases and electronic file management systems.

## **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 & 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](mailto: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:

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 (worth 90%) and an in-person written exercise (worth 10%) of the candidate's overall score.

The purpose of the examination for the Housing Technician is to evaluate the knowledge, skills, and abilities of candidates in relation to the job duties and responsibilities of the position. The examination is designed to be competitive and assess candidates' performance in comparison to other candidates. The possession of the minimum qualifications required for the position does not guarantee a place on the eligibility list. The examination aims to identify the most qualified candidates who can perform the essential duties and responsibilities of the position effectively, efficiently, and with a high level of accuracy.

**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](http://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.

### **HOUSING TECHNICIAN 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. What experience do you have with maintaining and analyzing large sets of data for decision-making, tracking, and reporting purposes?
2. Can you share an example of a time when you had to assist with processing reasonable accommodation requests? What was your role and how did you handle the situation?
3. How do you ensure accuracy when reviewing and submitting forms and documents such as invoices, records of transactions, requisitions, and purchase orders?
4. What techniques do you use to effectively deal with the public, vendors, contractors, and Housing Authority staff when providing a high level of customer service?
5. Describe your experience with utilizing housing software systems for specific functions. How do you troubleshoot and report issues?
6. How do you prioritize your workload and manage your time to meet critical deadlines while also maintaining a high level of accuracy in your work?