

Housing Authority of the County of Alameda

Human Resources Department



Housing Authority of the
County of Alameda

Position:	Eligibility Technician	Classification #:	3635
Salary Range:	\$5,103.00 - \$6,065.00 monthly \$61,230.00 - \$72,774.00 annually	Location:	Hayward, California
Job Type:	Regular Full-Time	Department:	Housing Programs Department
Opening Date:	01/15/2025	Closing Date:	02/14/2025 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:

To provide a wide variety of technical and administrative functions involving the eligibility determination for participation in housing programs; provide information and assistance to the public regarding housing programs and eligibility status; administer applicable provisions of Housing Authority policies and procedures and the Administrative Plan.

DISTINGUISHING FEATURES

The Eligibility Technician is considered an entry-level position. It is distinguished from the Administrative Clerk in that this classification is responsible for technical decisions regarding housing program eligibility.

SUPERVISION RECEIVED AND EXERCISED

The Eligibility Technician classification receives direct supervision from either the Programs Manager or Special Programs Manager and may receive guidance from the Eligibility Leadworker and/or the Leasing Services Leadworker.

ESSENTIAL AND MARGINAL JOB FUNCTIONS

Primary (essential) and less essential (marginal) responsibilities may include, but are not limited to, the following:

Essential Functions:

1. Explains housing programs to applicants and program participants; may notify tenants of their rights and responsibilities; may conduct meetings to explain housing programs and their requirements and responsibilities.
2. Performs various eligibility functions such as screening and interviewing applicants, processing applications, and considering various factors to determine program eligibility.
3. Performs annual and interim reexaminations of participants based on Housing Authority policies and program regulations, including reviewing tenant files, sending out appropriate requests for information, and inputting information into software systems.
4. Compiles household and financial information to calculate tenant rent portions based on program policies and regulations.
5. Notifies applicants and program participants of eligibility status and updates related to reexaminations.

6. Processes portability paperwork and may conduct portability meetings with participants wishing to move in or out of the Housing Authority's jurisdiction.
7. 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).

Marginal Functions:

1. Performs a variety of work related to Housing Authority programs.
2. Maintains various records or systems, including computerized systems; enters and retrieves data; ensures database reliability; scans documents and maintains electronic files; performs other complex technical functions.
3. Attends department and Housing Authority meetings; participates in a variety of mandatory training activities; obtains housing certificates related to the assignment.
4. Coordinates assigned activities with other staff.
5. Performs other duties as assigned.

KNOWLEDGE AND ABILITIES

The Eligibility Technician classification requires the:

- **Knowledge of:**
 - Basic methods and practices 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 high 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 during work.

MINIMUM QUALIFICATIONS:

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

1. Equivalent to completing twelfth (12th) grade and three (3) years of responsible administrative experience involving public contact, telephones, recordkeeping, file maintenance, and data entry in an office or social services setting.
2. Experience working with or for assisted housing programs, social services programs, property management, or other housing-related fields is preferred.
3. **HOUSING AUTHORITY INTERNAL CANDIDATES ONLY:** One and one-half (1½) years in the Administrative Clerk or Housing Technician class for the Housing Authority of the County of Alameda.

QUALIFICATION REQUIREMENTS:

To perform the duties of this classification successfully, an individual must be able to perform each essential job function satisfactorily. The above requirements represent the knowledge, skill, and/or ability required for the Eligibility 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:

The physical demands described here represent those that an employee must meet to successfully perform the Eligibility Technician classification's essential functions.

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, 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:

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.

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 a group life insurance benefit plan premium.
- 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 - 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 investigate 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, considering 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:

All newly hired individuals must undergo a pre-employment medical examination, and employment offers are contingent on successfully passing the examination. HACA retains the right to disqualify candidates based on the examination physician's report.

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, February 14th, 2025**, 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 p.m. on Friday, February 14th, 2025**)
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 requiring their attendance. The following dates are tentative and subject to change based on the needs of HACA:

Job Posting:	Wednesday, January 15 th , 2025
Deadline for Filing:	11:59 p.m. on Friday, February 14 th , 2025
Review for Minimum Qualifications:	Week of February 17 th , 2025
Written Examination/Panel Interview (In Person):	Week of March 3 rd , 2025
Second Interviews (In Person)	Week of March 17 th , 2025
Selection and Offer:	Week of March 24 th , 2025
Anticipated Start Date:	Monday, April 14 th , 2025

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 filing date. 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.

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 the 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 email the HR department at jobs@haca.net. HACA will make reasonable efforts in the examination process to accommodate disabled applicants. If you have special needs, please email the HR department at jobs@haca.net.

ELIGIBILITY TECHNICIAN SUPPLEMENTAL QUESTIONNAIRE

This questionnaire allows candidates 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 anytime. Applications submitted without a completed supplemental questionnaire will not be considered.

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1. Describe your experience in interacting with:
 - a. people from various socio-economic and cultural backgrounds,
 - b. people with various disabilities,
 - c. people with limited English proficiency, and
 - d. those who are living under often stressful circumstances.
 2. Describe a situation where you needed to explain complicated information to someone with limited understanding. What techniques do you use?
 3. Describe a work situation where you made a mistake. How did you handle it, and what was the result?
 4. Maintaining multiple and competing priorities and deadlines is critical to the position of Eligibility Technician. Describe how you prioritize your work, stay on task, and meet your deadlines. What do you do if you fall behind?
 5. Participant families may question your calculations or decisions regarding their rent payment or our processing methods. How do you handle clients disputing your work when you are following established policies and procedures that may be cumbersome to them?