

**CLASS SPECIFICATION**

**Housing Aide I/II (Flex)**

**Code Number: \_\_\_\_\_**

**GENERAL PURPOSE**

Under supervision and in a training capacity, performs a variety of routine clerical, office support, program support, property management or resident services tasks; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Housing Aide is a basic training class which may be used to provide housing clients and others an entry point into various Commission job families. Initially under close supervision, incumbents acquire or enhance job readiness skills and learn to perform tasks consistent with their readiness level in a variety of Commission sections. With experience, incumbents are assigned a set of duties associated with administration of Commission programs and services, internally or in interactions with program clients.

Housing Aides I will be advanced to Housing Aide II after satisfactorily demonstrating their readiness and reliability to perform assigned duties accurately and completely with a reasonable level and amount of supervision required.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Performs simple record keeping.

Serves as an office receptionist, answering telephones, taking messages, referring calls and greeting visitors.

Assists with basic office clerical tasks; copies and collates materials; sorts and delivers interoffice mail and other materials; types simple documents; picks up and delivers documents and supplies.

Copies and delivers notices and flyers to residents; conducts surveys and tabulates data.

Performs alpha/numeric filing tasks; sets up file folders and makes file labels; copies and inserts file materials.

Assists in coordinating resident recreational programs; solicits individuals and businesses for tickets, funds and in-kind gifts to support programs and activities; organizes, leads, instructs and referees basic games and activities, while enforcing rules; drives youth/children to events and activities.

Assists in coordinating after school programs and activities; chaperons trips and social functions.

Maintains an inventory of recreational, maintenance and other supplies; completes forms in accordance with desk procedures and oral instructions.

Assists in performing basic property management functions at a public housing site; inspects grounds and facilities to identify and report maintenance or repair problems; secures, opens, cleans and monitors laundry rooms and performs other general building maintenance or custodial tasks; reports safety hazards; assists in enforcing lease provisions; reports violations and evidence of any on-site criminal or other prohibited activity; intervenes as necessary to resolve minor tenant disputes.

### **OTHER DUTIES**

Provides bilingual services to clients.

May drive a vehicle to provide backup courier or delivery services.

### **DESIRED MINIMUM QUALIFICATIONS**

#### **Knowledge of:**

Basic arithmetic and reading functions.

#### **Ability to:**

Understand and follow written and oral instructions, accurately and consistently without the need for reminders and/or close supervision; learn, interpret and apply basic policies and procedures describing work requirements; learn and demonstrate proficiency in performing basic clerical, office administrative and related practices and procedures, including filing and record keeping; learn to operate standard office equipment; learn and demonstrate proficiency in using basic hand tools and equipment; carry out assigned tasks and responsibilities conscientiously and consistently with a minimum of supervision; use good judgement in making basic decisions within established instructions and procedures; develop and maintain effective and courteous working relationships with supervisors, co-workers, clients and others encountered in the course of work.

#### **Training and Experience:**

A typical way of obtaining the knowledges, skills and abilities outlined above is any combination of training and experience indicating the ability to learn and carry out assigned job tasks such as those available in Commission sections, consistently and reliably.

A Housing Aide I may be considered for advancement to Housing Aide II after satisfactorily demonstrating readiness and reliability in performing assigned duties accurately and completely with a reasonable level and amount of supervision required. Typically, a Housing Aide I is expected to be capable of meeting the proficiency criteria within a 6-18 month period, depending on an individual's prior job readiness, experience and progression in performing assigned duties at required proficiency levels.

**Licenses; Certificates; Special Requirements:**

A valid California's drivers license is required for certain assignments.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this class, employees are regularly required to sit; talk or hear, both in person and by telephone; and use hands repetitively to operate, finger, handle or feel office and other equipment; and reach with hands and arms. Employees are frequently required to stand and walk; stoop, kneel, or bend; and lift up to ten pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read, understand and carry out written instructions; use basic arithmetic and arithmetic reasoning; analyze and solve simple office and procedural problems; learn and apply new information; perform detailed tasks accurately and consistently with interruptions; and interact with supervisors, co-workers, clients and others encountered in the course of work.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employees work under typical office conditions, and the noise level is usually quiet. In some assignments, employees are exposed to outside weather conditions.