

Jurisdiction: Ithaca Housing Authority

Jurisdictional Class: Competitive

Adopted: 07/11/88

Revised: 06/11/97, 05/19/97, 04/06/05, 09/20/06, 01/21/09, 09/15/10, 10/02/19, 09/07/22

TENANT RELATIONS ASSISTANT

DISTINGUISHING FEATURES OF THE CLASS: The work involves responsibility for determining the eligibility of applicants for tenancy in public housing and/or subsidized private housing, and for recertifying tenants and recipients for continued eligibility in housing programs. Eligibility determinations are based on information obtained through written applications, face-to-face interviews and related contacts, and are made in accordance with agency rules and regulations and the established eligibility guidelines of the Federal Department of Housing and Urban Development (HUD). Incumbents also perform inspections of dwellings in accordance with federal Housing Quality Standards. The work is performed under direct supervision, with latitude allowed for independence of action in carrying out the details of the work. Supervision of others is not a function of this class. Does related work as required.

TYPICAL WORK ACTIVITIES:

Accepts, records, codes, reviews and verifies applications for tenancy under subsidized housing programs sponsored by HUD;
Gathers information relating to eligibility determination by interview, telephone and related contacts;
Reviews applications against eligibility criteria for respective housing program(s);
Recommends approval or disapproval of applications and/or recommends amounts of housing assistance for eligible applicants and current tenants;
Recertifies tenants or recipients for continued eligibility for public housing or subsidized private housing, based on income, credit and related financial criteria, on a periodic basis according to HUD criteria;
Inspects current and potential dwelling units for compliance with Housing Quality Standards established by HUD;
Communicates with landlords regarding status of their property and its compliance with HUD guidelines;
Establishes and maintains files pertaining to tenant selection programs offered by the Ithaca Housing Authority;
Provides information regarding program purposes, eligibility criteria, housing availability, and related matters to applicants and participants in public housing programs;
Keeps abreast of changing laws, regulations and policies to perform related duties;
May prepare and/or type letters, memoranda and reports regarding housing programs;
May refer applicants or tenants to local human service agencies as needed.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:

Good knowledge of the applicable Federal, State and local rules, regulations and guidelines governing eligibility for public housing programs; good knowledge of the modern methods and techniques of interviewing and information gathering; good knowledge of arithmetic, business English and composition; good powers of observation and critical inspection; ability to communicate effectively, both orally and in writing; ability to analyze facts and information and apply them against established eligibility criteria; ability to read and understand moderately complex written information; ability to deal effectively with a broad range of people; ability to successfully work with and serve a diverse local community; good judgment; tact; patience; accuracy; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Possession of an Associate's Degree in Human Services, Psychology, Sociology, Education, Business, Economics, Finance, Public Administration, or a closely related field with similar course curriculum; or
- B. Graduation from high school or possession of a high school equivalency diploma and two years of full-time paid experience, or its part-time volunteer equivalent, working in a human service agency, community agency, financial institution, or financial agency in a capacity involving interviewing, examining, evaluating or investigating claims or applications for financial assistance, benefits, loans or similar programs operating under established criteria for eligibility; or
- C. Graduation from high school or possession of a high school equivalency diploma and two years of full-time paid experience, or its part-time or volunteer equivalent, working in a human services agency or educational environment in a capacity which involves interviewing, counseling, mentoring, teaching, tutoring or similar direct service work; or
- D. Graduation from high school or possession of a high school equivalency diploma and two years of full-time paid experience, or its part-time or volunteer equivalent, working in rental property management or housing placement in a capacity which involves the approval, evaluation or coordination of rental agreements, leases, assessments of habitability or similar work; or
- E. An equivalent combination of training and experience as defined by the limits of (A), (B) and (C) above.

Note: College degrees must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education and/or U.S. Secretary of Education. If an applicant's degree was awarded by an educational institution outside the United States and its territories, the applicant must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found at <https://www.cs.ny.gov/jobseeker/degrees.cfm>. Applicants are responsible for payment of the required evaluation fee

SPECIAL REQUIREMENT: Possession of a valid New York State Class D driver license or a valid driver license equivalent to a New York State Class D driver license at the time of appointment and maintenance of said license for the duration of employment.