



Housing Authority
of the
County of Tulare

CLASSIFICATION: ELIGIBILITY CLERK SPECIALIST

RESPONSIBLE TO: AREA MANAGER or EXECUTIVE DIRECTOR

DEFINITION: Under direction, to perform duties in connection with the taking of applications; housing of tenants; re-examinations and transfers of Housing Authority-project residents; maintaining financial and statistical records; performing clerical work of average difficulty; and doing other work as required. The distinguishing characteristics between clerks and specialists reflect the levels of responsibility, with specialists having superior knowledge of all housing programs and the ability to handle the desk of any clerk at any time.

EXAMPLES OF DUTIES: Interviews applicants for housing, processes applications and verifies eligibility and houses applicants; determines tenants' eligibility for continued occupancy; calculates rent; verifies statements of sources requiring a high order of judgment; updates information into computer; explains conditions of occupancy; performs various leasing and occupancy functions; establishes and maintains various files; compiles and prepares statistical reports; fills in as needed, and performs other related work as required.

EDUCATION/EXPERIENCE: Two years of general office experience, wherein public reception, interview, recording and factual data verification were major position requirements. Equivalent to completion of the twelfth grade. (Additional qualifications may be substituted for the required education on a year-for-year basis.)

KNOWLEDGE OF: Modern office methods, practices and equipment; ability to keep financial and statistical records; ability to do clerical work of average difficulty, including accurate mathematical calculations; ability to greet the public with courtesy; to maintain cooperative working relationships with other employees; conduct public interviews wherein the tactful extraction of personal information is required to determine eligibility for housing-assistance programs.

SKILLS TO: Understand and follow prescribed procedures and adhere to policy and procedures; write clearly and neatly; use tact; possession of an inherent appreciation of public service, and extreme flexibility.

DESIRABLE QUALIFICATIONS: Computer experience.

**Housing Authority of the County of Tulare
Eligibility Clerk Specialist (Continued)**

PHYSICAL CHARACTERISTICS: Manual dexterity of the hands/wrists in order to **operate a computer keyboard, calculator and other office equipment; good eyesight to** read/write and visually use a computer screen; strength and flexibility in order to bend, reach, stoop and lift files and supplies weighing up to 25 pounds; good hearing to accommodate and greet persons coming into the office and to handle telephone conversations; clear speech and verbal skills in order to communicate with the public and co-workers; ability to operate a motor vehicle. Must have ability to cope with stressful circumstances and to cordially interact with coworkers to accomplish common tasks. Regular attendance required.

LICENSES/CERTIFICATES: A valid California driver's license.