



THE HOUSING AUTHORITY OF THE COUNTY OF SANTA BARBARA
IS ESTABLISHING AN ELIGIBILITY LIST FOR THE POSITION OF -
Clerk II – Lompoc and North County Lompoc/Santa Maria
78 hours bi-weekly – **Salary \$20.60 - \$25.04 per hour**
Closing Date: February 14, 2019

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class.
Specifications are not intended to reflect all duties performed within the job.*

DEFINITION: May act as first point of contact, as receptionist for busy office. Receive incoming telephone calls, route to appropriate staff and to greet the public in a friendly manner, providing basic information on Housing Authority programs and procedures. Dependent upon area of placement may perform applicant and eligibility related data entry, updates and reporting for a variety of housing programs using current database, and assist Housing Program Specialists/Housing Manager in insuring that files are complete and in proper order. May process rent payments and other fees and charges received through the mail and perform a variety of general clerical duties as required.
Will receive, date stamp, distribute and file documents. May generate barcode sheets and scan documents, meet with clients and review paperwork for completeness. Operate a computer system and specialized software. Enter information into computer as needed to maintain applicant/client information. Perform miscellaneous office duties as needed.
Must provide excellent customer service to a wide range of individuals from differing socio-economic and cultural backgrounds with patience and respect. Ability to speak, read, write Spanish/English highly desirable.

SUPERVISION RECEIVED AND EXERCISED:

Receives immediate direction and supervision from the Housing Manager and/or Quality Control Manager.

ESSENTIAL FUNCTION STATEMENTS -- *Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Greet visitors to the office and refer visitors as appropriate.
2. Operate telephone system and route calls as necessary. Sign for deliveries and notify addressee of their arrival.
3. Receive information from clients and retrieve client packets from drop box.
4. Distribute information on Housing Authority programs; read, review and accept documentation for completion.
5. Operate a variety of office equipment including a scanner, copier, fax machine, postage machine and computer; enter important data into computer.
6. Receive, open, date stamp and scan incoming documents and route to appropriate office.
7. Assist clients as needed and notify appropriate staff or outside agencies of emergency situations.
8. Assist residents in finding other community resources to meet their needs.
9. Meet with clients to review required paperwork, entering information into computer system and assist with completing forms as needed.
10. Maintain a variety of accurate logs and files.

Marginal Functions:

1. Retrieve mail from Post Office in a.m. and drop mail off as assigned.
2. Maintain and monitor office supplies for adequate stock and cleanliness.
3. Whatever is needed to enhance the overall operation.

QUALIFICATIONS

Knowledge of:

Basic clerical skills.
Excellent organizational skills.
Principals of telephone etiquette.
Modern office procedures, methods and equipment, including computers and scanning equipment.
English/Spanish usage, spelling, grammar and punctuation.
Basic mathematical principals.
Principals and procedures of record keeping

Ability to:

Operate computer software.
Learn and explain Housing Authority programs, procedures and activities.
Greet the public and provide information on Housing Authority programs in a courteous and respectful manner.
Answer telephone and route calls to appropriate staff.
Operate office equipment including computers, scanners, and supporting word processing and other applications.
Perform basic mathematical calculations.
Type at a speed necessary for successful job performance.
Respond to requests and inquiries from the general public.
Follow established procedures during crisis situations.
Understand and follow oral and written instructions.
Communicate clearly and concisely, both orally and in writing.
Maintain complete and accurate documentation.
Establish and maintain effective working relationships with those contacted in the course of work.
Maintain mental capacity that allows the capability of making sound decisions and demonstrating intellectual capabilities.
Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing and operating assigned equipment.
Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
Preference will be given to individuals who can communicate clearly in both English and Spanish.

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Experience and Training Guidelines - Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of responsible clerical experience dealing with the public, including computer input, receptionist and recordkeeping duties.

Training: Equivalent to the completion of the twelfth grade.

WORKING CONDITIONS

Environmental Conditions: Office environment; exposure to computer screens; extensive public contact.

Physical Conditions: Essential and marginal functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time; moderate or light lifting (up to 25 lbs) and carrying; extensive reaching and use of computer keyboard. Fine motor skills required in order to operate equipment.

APPLICATION PROCEDURE: A Housing Authority application form must be filed by 4:00 p.m. on the closing date of this job announcement. Applications may be mailed to the Housing Authority of the County of Santa Barbara PO Box 397, Lompoc, CA 93438, but must be RECEIVED by the closing date. Resumes are not accepted in lieu of formal application.



HOUSING AUTHORITY OF THE COUNTY OF SANTA BARBARA

The Housing Authority of the County of Santa Barbara has an administrative office and three housing offices located along California's South-Central Coast. Situated approximately 100 miles north of Los Angeles, 266 miles south of San Francisco, and located close to the ocean, the area enjoys mild temperatures throughout the year with no smog.

The agency is a political subdivision of the State of California responsible for the administration of multiple housing programs, providing affordable housing for thousands of low-income households in Santa Barbara County through rent subsidy programs or by occupancy in one of its housing developments, as well as providing a variety of resident services.

The Housing Authority is governed by a Board of Commissioners appointed by the Santa Barbara County Board of Supervisors. Employees of the agency are not Santa Barbara County employees.

EMPLOYMENT PROCESS

Applicants must complete and submit an official Housing Authority application form and any other required documents no later than 4:00 p.m. on the final filing date specified on the job announcement. A separate application must be filed for each examination. Resumes will be accepted, but may not be substituted for the required application form.

The requirements as stated on the front of this job announcement represent only the minimum required to file an application. Meeting the listed requirements does not guarantee that a candidate will qualify for an interview as the Personnel Department limits the number of candidates to those whose recent work experience and qualifications most closely match the requirements of the position.

Any applicant receiving an interview will be scored. Any applicant with a passing score of 70% or higher will be retained on an eligibility list for the position for a period of one year. It will not be mandatory to hire the top person on the list.

Eligible applications will be reviewed whenever there is a job opening in that category. The applications of the top five applicants will be examined and the department head will make recommendations. The department head may recommend appointment of any or none of the persons referred. The eligibility list will be considered exhausted when all applicants have failed to reply to notification of interviews by the specified time, or after their application has been reviewed three times without offer of hire.

The Housing Authority is an equal opportunity employer, and selects the best matched individual for the job based upon job related qualifications, regardless of race, color, creed, sex, sexual orientation, gender identity, national origin, age, handicap or other protected groups under State, Federal or local equal opportunity laws. Reasonable accommodations are offered qualified individuals with disability. Such individuals may contact Irene Vejar at (805)736-3423, ext.4010 to discuss necessary accommodations.

CONDITIONS OF EMPLOYMENT

Working Hours. Most staff positions work a 9/80 work schedule during regular business hours between 7:30 and 5:00 p.m. Schedules are determined based upon agency needs.

Provisional period. All appointments are provisional subject to the completion of a provisional period of a minimum of six months. The provisional period is a part of the selection process in that it is a trial period for the employee to demonstrate on the job that he/she has the knowledge, skill and ability to successfully perform the duties and responsibilities of the position. If performance is not satisfactory, a provisional employee may be terminated without redress.

California Driver's License. Many staff positions require the possession of a valid California Driver's License including a good driving record at the time of hire and during the course of employment. If required, applicants selected for interview will be required to submit an up-to-date Motor Vehicle Record obtained from the local DMV.

Medical Examination/Drug testing. A medical examination paid by the Housing Authority is required for some positions. The employee's physical condition must be consistent with the requirements of the job duties to be performed. Pre-employment drug screening is required of all final applicants. Candidates are cautioned that offers of employment or continued employment are conditional and subject to the satisfactory completion of the medical examination or drug test. An examination of any employee may be requested at any time by their supervisor.

Background Investigation. A background investigation including application information verification, criminal/civil history, and DMV reports (if required) is conducted on any applicant selected for hire. Any offer of employment is subject to the satisfactory completion of this investigation.

EMPLOYEE BENEFITS

Step Salary Advancement Salary advancement may be recommended upon completing probationary period, and at intervals of one year thereafter until the maximum step is reached. Each of the five pay steps are in 5% increments. Thereafter employees are eligible for a 5% longevity increase every 5 years.

Regular full-time employees (30 hours per week or more) :

Vacation Leave. Vacation or Annual Leave is accrued at the rate of 12-24 working days per year depending on years of service, beginning on the first day of employment. Employees are eligible to use this leave after six months of continuous employment with approval of supervisor dependent on the needs of the department and area office/shop.

Sick Leave. Sick Leave is accrued at the rate of 12 working days per calendar year and is to be used for illness according to agency policy.

Holidays. The Housing Authority presently observes twelve paid holidays per year.

Group Insurance Program. The first of the month after 31 days employment employee is eligible for 100% employer paid Life policy worth one and one-half times the employee's annual salary and Retirement contributions of 12.5% of salary. Regular employees working 30 hours or more per week receive Medical/Prescription, Dental, Vision & LTD coverage for employee and dependent. Premium rates vary depending on plan selection.

Deferred Compensation 457 Plan is voluntary.

Social Security. Compulsory participation for all employees.

Credit Union. Membership for savings, loans and other privileges is available.

Reimbursement for Tuition and Books. Employees attending accredited courses of instruction may apply for pre-approval of reimbursement for the costs of tuition and books for such training.

Temporary hires working 30 hours per week or more will accrue sick leave at the rate of 1 hour for every 30 hours worked with a maximum of 48 hours.

THE HOUSING AUTHORITY MAINTAINS AN AT-WILL EMPLOYMENT RELATIONSHIP WITH ALL EMPLOYEES.

THE HOUSING AUTHORITY IS AN EQUAL OPPORTUNITY EMPLOYER AND MAINTAINS A DRUG-FREE/SMOKE-FREE WORKPLACE