

Notice of Job Opening

Position: Housing Program Intake Specialist (NY HELPS Program)

Applicants must meet the requirements outlined in the enclosed job description.

PLEASE NOTE: This position is in the NY HELPS Program, which is under the Non-Competitive class until the expiration of the program.

Department: Albany Community Development Agency (ACDA)

Vacancies to be filled: 1

Rate of Pay: \$48,880 - 69,090 Annually
Commensurate with qualifications and experience

Schedule: 37.5 hours/week; 8:00 a.m. – 4:30 p.m.

Application Deadline: **Until Filled**

All applicants must submit an application online via jobs.albanyny.gov to be considered for the job opening.

Residency Preference: Preference in hiring is given to qualified City of Albany residents. All candidates must reside in the following counties at the time of appointment and throughout their employment. Proof of residency will be required at time of appointment.

- Albany County
- Rensselaer County
- Schenectady County
- Saratoga County
- Greene County
- Columbia County
- Schoharie County

The City of Albany is an Equal Opportunity /Affirmative Action Employer.

Posted on Monday, June 1, 2026

HOUSING PROGRAM INTAKE SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Under the general supervision of the Federal Housing Finance Manager, the incumbent will be the first point of contact for prospective program applicants. The incumbent will be responsible for collecting data and ensuring all application criteria is met before referring applicants to other program staff. This position also assists with preparing various reports required. The Intake Specialist will also participate in community outreach events. Supervision of others is not a responsibility of this class.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Reviews and replies to phone, mail and email inquiries from prospective program applicants;
- Meets with prospective applicants to explain Albany Community Development Agency programs and the application process;
- Collects data and pertinent paperwork, documents, etc. needed for a prospective applicant to complete the application process;
- Ensures that all application documents are signed and appropriately filled out;
- Refers applicant to finance department once application is completed;
- Participates in agency outreach events;
- Collects data needed for annual reports and budget presentation;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of various housing programs;
- Working knowledge of personal computers and office equipment;
- Ability to express ideas clearly in oral and written form;
- Ability to organize and maintain accurate records and files;
- Ability to establish and maintain effective working relationships with individuals from all ethnic and socio-economic backgrounds;
- Excellent customer service skills;
- Good communication skills;
- Good judgment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree or higher and one (1) year of experience working with a public housing or public human services agency; **OR**

- B. Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree and three (3) years of experience working with a public housing or public human services agency; **OR**
- C. Graduation from high school or possession of an equivalency diploma and five (5) years of experience working with a public housing or public human services agency; OR
- D. Any equivalent combination of training and experience as defined by the limits of (A) through (C) above.