

## **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.