

## **OCCUPANCY CLERK**

**DISTINGUISHING FEATURES OF THE CLASS:** The incumbent performs difficult clerical duties involving the full-time use and operation of a computer. The duties require general knowledge and employment history related to the Agency's tenant selection and occupancy procedures as it pertains to the area of clerical responsibility. The incumbent is responsible for reviewing files for compliance of paperwork as required for determination of occupancy eligibility, processing and reviewing documents submitted by applicants for verification of eligibility, maintaining records and applicant data. The incumbent is highly skilled in communication and customer service, is able to handle telephone inquiries and the complexity of interpreting and providing clarification of documents or information required for eligibility determination and interview processing. As a front line representative on behalf of various housing programs, the incumbent receives periodic training related to specific subject matter as related to their job duties. While independent judgment is exercised, indirect supervision may be exercised by a higher level title.

### **TYPICAL WORK ACTIVITIES:** (Illustrative Only)

- Instructs applicants when necessary on documents that may be required to complete an application or file;
- May interpret written instructions for the purpose of clarification for the completion of housing applications or to further process and application;
- Answers telephone and gives out information regarding the Public Housing and Section 8 Programs;
- Relieves the Receptionist for lunch and covers the Receptionist station during vacation periods or sick leave;
- Merges information using computer based forms to Public Housing and Section 8 Applicants;
- Schedules appointments for Public Housing and Section 8 caseworkers using Microsoft Outlook;
- Verifies employment for applicants who have been canvassed for available apartments;
- Reviews applicant files to determine missing documentation and forwards appropriate correspondence to obtain said information;
- Enters applications on the computer and prepares files for same;
- Responsible for maintaining the Public Housing and Section 8 applicant filing system in an up-to-date and orderly fashion;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

**FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Good knowledge of office terminology, procedures and equipment;
- Good knowledge of business arithmetic and English;
- Good knowledge of personal computers and office equipment;
- Ability to promote, represent and uphold the values and integrity of Albany Housing Authority;
- Ability to type accurately at a satisfactory rate of speed;
- Ability to understand and carry-out oral and written directions;
- Ability to get along with others;
- Ability to use a computer;
- Ability to maintain clerical records in a comprehensive and orderly fashion;
- Ability to make routine decisions in accordance with the specific requirements of the title and apply them to work problems;
- High clerical aptitude;
- Mental alertness;
- Neatness;
- Accuracy;
- Excellent interpersonal and communication skills;
- Ability to exercise good judgment;
- Physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:**

- A. Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant an Bachelor's Degree in public administration, business administration, or closely related field and two (2) years of full-time paid clerical experience (or its part-time equivalent) using a multi-line telephone system, high volume of public contact and experience with computer which involved heavy typing; **OR**
- B. Graduation from a regionally accredited college or university or one accredited by the NYS Board of Regents to grant an Associate's Degree in public administration, business administration, or closely related field and four (4) years of full-time paid clerical experience (or its part-time equivalent) using a multi-line telephone system, high volume of public contact and experience with computer which involved heavy typing; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and six (6) years full time paid clerical experience (or its part-time equivalent) using a multi-line telephone system, high volume of public contact and experience with computer which involved heavy typing; **OR**

- D. Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.