

HOUSING ASSISTANT (HELP Program)

General Statement of Duties and Responsibilities

Under general supervision, with some latitude for independent action and decision, performs work of ordinary difficulty and responsibility in the administration and management of the NYC Housing Authority's public housing and leased housing programs; performs related work.

Examples of Typical Tasks

Interviews applicants and determines their eligibility for public housing and leased housing program; investigates and verifies information obtained on such questions as employment, income and degree of housing need.

Assists in: resolving tenancy problems and problems of leased housing program participants; adjusting complaints; and collecting rent and rent arrears.

Makes periodic inspections of apartments and housing property conditions.

Informs tenants of housing and/or leased housing program rules, regulations and requirements for compliance.

Periodically checks income and employment status of tenants for the purpose of rent determination.

Cooperates in project and community activities.

Collects and analyzes housing data.

Prepares reports.

May testify in housing court on behalf of agency management.

HOUSING ASSISTANT (HELP Program)

(continued)

Qualification Requirements

1. A baccalaureate degree from an accredited college; or
2. A four-year high school diploma or its educational equivalent, and four years of satisfactory full-time experience in housing management at a development or developments containing at least 150 apartments, performing any one or a combination of the following duties: interviewing applicants; determining eligibility; gathering and evaluating information to resolve complaints; collecting rents; and/or resolving tenant-related problems; or
3. A satisfactory equivalent combination of education and experience as described in "1" or "2" above. Undergraduate college credit may be substituted for experience based on 30 semester credits from an accredited college for one year of satisfactory full-time experience. However, all candidates must have a four-year high school diploma, or its educational equivalent.

NOTE:

This title is classified in the non-competitive class for a 12-month period under the Hiring Emergency Limited Placement (HELP) Program. At the conclusion of 12 months incumbents will be transferred into "Housing Assistant (80201)" as permanent competitive class employees.