

Area Housing Authority OCCUPANCY SPECIALIST

Application and Supplemental Questionnaire Package

To apply for this position, complete the attached pages and return this package (*with any supporting documentation*) to Human Resources prior to the 5:00 PM November 22, 2020 deadline.

The purpose of the Supplemental Questionnaire is to provide information to be used in the screening process to assess your qualifications for this position. Since this is a competitive process, failure to supply sufficient details when describing your prior relevant work experience, skills and abilities may result in your elimination from the selection process.

Sign and date this form, the application, Notice to Applicants and any additional typed or handwritten responses to humres@ahacv.org via email or by fax to: (805) 480-9951.

Your completed Supplemental Questionnaire answers may not exceed one (1) typewritten double spaced page in length **per question**.

CHECK your LEVEL OF EXPERTISE in each of the following categories.

Level of Expertise if tested:			DESIRED Skills and Experience:
Fluent	Moderate	Fair	Basic math skills
Fluent	Moderate	Fair	Verbally bilingual in Spanish
Fluent	Moderate	Fair	Bilingual in written Spanish

Provide your total years' experience from all jobs/school in each of the following categories.

Yrs. Work Experience	REQUIRED Skills, Abilities and Experience:
	Prepare and conduct presentations to groups of five or more individuals in English or Spanish
	Determine eligibility for programs
	Manage eligibility or other wait lists
	Entering data into Yardi or other property management software (<i>check one</i>) <input type="checkbox"/> Yardi <input type="checkbox"/> Other
	Customer Service - dealing with public in person and on the phone
	Conduct face-to-face interviews to gather information directly from clients
	Basic computer - Word skills – creating documents
	Basic computer - Excel skills
	Create basic spreadsheets reflecting statistical results
	General clerical work

Your Printed name: _____

Supplemental Questionnaire – Page 2

- 1) **List and describe the type of experience you have in processing applications for housing programs.** Include the company for which you worked at the time, and the type of housing program applications you processed. (i.e. Section 8, Tax-Credit, Public Housing, etc.)
Were there any unusual housing programs you handled?
- 2) **Describe how you managed wait lists, caseloads, or other similar work in your most relevant position to this position.** Include the average number you managed each month.
- 3) **Please describe your office work experience.** Include your specific clerical duties and how you organized your workload for each position you have held in an office environment.
- 4) **What type of computer programs are you familiar with and where did you use them?**
- 5) A lot of this job is definitely repetitive work. Each client may be different but the majority of information you provide them can be the same.
How would you handle repetitive tasks and client questions?
What obstacles do you think you might have in this process?
- 6) **Why are you applying for this position?**

Occupancy Specialist

Deadline is November 22, 2020 before 5:00 PM.

Under penalty of perjury, I certify that the information provided to the AHA through this Supplemental Questionnaire is true and accurate and has been prepared by me to demonstrate my experience, knowledge and abilities as they relate to this position. I understand that any misstatement or concealment of any fact may subject me to disqualification in the interview process.

Signature: _____ Date: _____

Printed name: _____



Area Housing Authority of the County of Ventura

1400 West Hillcrest Drive • Newbury Park, CA. 91320-2721 • (805) 480-9991, ext. 840 • (800) 800-2123 • FAX: (805) 480-9951

An Equal Opportunity Employer

This contractor and subcontractor shall abide by the requirements of 41 CFR §§ 60-1.4(a), 60-300.5(a) and 60-741.5(a). These regulations prohibit discrimination against qualified individuals based on their status as protected veterans or individuals with disabilities, and prohibit discrimination against all individuals based on their race, color, religion, sex, sexual orientation, gender identity, or national origin. Moreover, these regulations require that covered prime contractors and subcontractors take affirmative action to employ and advance in employment individuals without regard to race, color, religion, sex, national origin, protected veteran status or disability, or any other legally protected status. We are an equal employment opportunity employer of individuals with disabilities.

Applications are accepted for open positions only. A separate application is required for each open position desired. All sections must be complete within the application. Items left blank may be cause for disqualification as an applicant or dismissal, if employed. Supporting materials may be attached to this application.

A RESUME WILL NOT SUBSTITUTE FOR THE INFORMATION REQUESTED IN THIS APPLICATION

PERSONAL INFORMATION

Please Print Clearly

Last Name		First Name		Middle Name		Today's Date	
Current Street Address				City		State	Zip
Permanent Street Address, if different from present address				City		State	Zip
Cell phone number		Home phone number		Best daytime phone number			
E-Mail Address <i>(Print clearly - this will be your primary source of contact)</i>							
Position applying for: OCCUPANCY SPECIALIST				If hired, on what date can you start work?			
Salary desired: \$ _____ per		Have you ever worked for the Area Housing Authority before? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", when?					
How did you learn about this opening? (i.e. employee referral, newspaper ad, CalJobs, AHA web site, Monster, Indeed, etc.?)							
<input type="checkbox"/> Yes <input type="checkbox"/> No		Do you have any friends or relatives working for the Area Housing Authority? If "Yes", list their names and relationship to you.					
Name						Relationship to you	
Name						Relationship to you	
<input type="checkbox"/> Yes <input type="checkbox"/> No		Are you a Section 8 landlord?					
<input type="checkbox"/> Yes <input type="checkbox"/> No		Are you a participant or applicant of any Area Housing Authority program?					
<input type="checkbox"/> Yes <input type="checkbox"/> No		If hired, would you have a reliable means of transportation to and from work?					
<input type="checkbox"/> Yes <input type="checkbox"/> No		Do you have a valid California driver's license? If "Yes," has your driver's license ever been revoked or suspended? <input type="checkbox"/> Yes <input type="checkbox"/> No					
<input type="checkbox"/> Yes <input type="checkbox"/> No		Are you at least 18 years old? <i>(If under 18, hire is subject to verification that you are of minimum legal age)</i>					
<input type="checkbox"/> Yes <input type="checkbox"/> No		Have you ever served in the military? If "Yes", are you a veteran? <input type="checkbox"/> Yes <input type="checkbox"/> No					
<input type="checkbox"/> Yes <input type="checkbox"/> No		Are you legally eligible to work in the United States? <i>(In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification form upon hire.)</i>					
<input type="checkbox"/> Yes <input type="checkbox"/> No		If hired, can you perform the essential duties of this position with or without reasonable accommodations?					
The AHA will consider reasonable accommodation measures that may be necessary for eligible applicants and employees to perform the essential functions of the job. If you need an accommodation for interviewing or job testing, please contact Human Resources immediately.							

EMPLOYMENT HISTORY

Starting with your most recent employer, list all present and past employment for the last ten (10) years. List each change of title or promotion separately. Explain any gaps between employment periods. **If more space is needed, use additional sheets.** Include relevant volunteer experience. *It is not acceptable to write "See Resume".*

Dates Employed From To	Employer Name	Address
Normal Schedule	Your Job Title	Reason for leaving
Your supervisor's name		Your job duties
Supervisor email:		
Company phone number		
Company website address:		
May we contact this employer for a reference? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Dates Employed From To	Employer Name	Address
Normal Schedule	Your Job Title	Reason for leaving
Your supervisor's name		Your job duties
Supervisor email:		
Company phone number		
Company website address:		
May we contact this employer for a reference? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Dates Employed From To	Employer Name	Address
Normal Schedule	Your Job Title	Reason for leaving
Your supervisor's name		Your job duties
Supervisor email:		
Company phone number		
Company website address:		
May we contact this employer for a reference? <input type="checkbox"/> Yes <input type="checkbox"/> No		

Yes **No** Have you ever been involuntarily terminated or requested to resign from any position? *(Do not include layoffs)*
If "Yes", explain or attach separate sheet if necessary:

EDUCATION, TRAINING AND EXPERIENCE

Check the appropriate box: *(If no diploma, list the highest grade you completed)*

High School Diploma GED or High School Equivalency Certificate
 No Diploma # Years Completed in High School or Equivalent Educational Program : _____

List Colleges, Universities, Vocational and/or Business Schools You Attended

School Name	School CITY, STATE	Years Completed	Major Course of Study	Degree Awarded?	Degree Title or # units completed
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
				<input type="checkbox"/> Yes <input type="checkbox"/> No	
List Professional Licenses or Certificates That You Currently Hold			Date Expires	Number and State	Was License or Certification ever revoked or suspended? <input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
					<input type="checkbox"/> Yes <input type="checkbox"/> No
List computer software in which you are proficient <i>(if applicable for this position)</i>					

Yes
 No

Some of our clients do not speak English. Do you speak, write or understand any other languages **well enough to act as an interpreter?** If "Yes", list them below. *(including Sign Language)*

1. _____ Written Fluency Spoken Fluency
 2. _____ Written Fluency Spoken Fluency

Do you have any other experience, training, qualifications or skills which you feel make you especially suited for work at the Area Housing Authority? If "Yes," please explain:

Yes
 No

REFERENCES

While we normally utilize the employer information contained in the "Employment Experience" section of the application, many times this information is not current or sufficient for us to make a reasonable inquiry. List two people **in addition** to any you have listed within the "Employment Experience" section of the application that we have your permission to contact **who have knowledge of your work performance** within your recent past or current employment situations. We need complete information to contact them in a timely manner. **Failure to provide complete information will result in your application being declared 'incomplete' and will remove you from our applicant pool. Do not list personal or social references.**

First Name	Last Name	Best Telephone Number To Reach This Person ()
How they know you (Relationship status and name of company where known)		Number of Years Acquainted
Their current occupation	Best email address to reach this person during the day	
First Name	Last Name	Best Telephone Number To Reach This Person ()
How they know you (Relationship status and name of company where known)		Number of Years Acquainted
Their current occupation	Best email address to reach this person during the day	



**Area Housing Authority of the County of Ventura
Area Housing Authority Employment Application – Page 4**

Read Carefully, Initial Each Paragraph and Sign Below

Initials I hereby certify that I have not knowingly withheld any information that might adversely affect my opportunity for employment and the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of a material fact on this application or on any document used to secure employment, including my resume, shall be grounds for rejection of this application, rescinding of a conditional offer of employment or for immediate discharge, if I am employed, regardless of the time elapsed before discovery.

Initials I hereby authorize the Area Housing Authority of the County of Ventura to thoroughly investigate my references; work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the Area Housing Authority of the County of Ventura any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the Area Housing Authority of the County of Ventura, my former employers, and all other persons, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.

Initials I understand that if offered employment, the offer will be contingent on my passing a pre-employment drug screen, pre-employment physical, criminal/work history background checks, and E-Verify eligibility to work verification. By signing this application, I **voluntarily agree** to submit to a pre-employment alcohol/drug screen, pre-employment physical and background checks upon request. I understand that failure to pass the alcohol/drug screen, pre-employment physical and/or background checks will result in withdrawal of the conditional employment offer. I understand to be eligible for hire and if offered employment, I must meet all Area Housing Authority of the County of Ventura and HUD requirements applicable to this position.

Initials I understand that nothing contained in the application, or conveyed during any interview which may be granted or during my employment, if hired, is intended to create an employment contract between me and the Area Housing Authority of the County of Ventura. No manager, supervisor, or employee of the Area Housing Authority of the County of Ventura has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. Only the Executive Director has the authority to make any such agreement and then only in writing, None of the Area Housing Authority of the County of Ventura’s Human Resources policies and procedures are intended to interfere with employees’ right to engage in concerted protected activity or to discuss the terms of their employment or working conditions with or on behalf of co-workers.

My signature below certifies that I have read and understand the contents of this Employment Application, including the initialed paragraphs above, and agree to the terms and conditions outlined in this application. I declare under penalty of perjury under the laws of the State of California that all of the foregoing is true and correct.

_____ Applicant’s Signature

_____ Date

— Your Printed Name

NOTICE TO APPLICANTS

AREA HOUSING AUTHORITY OF THE COUNTY OF VENTURA'S USE OF BACKGROUND AND INVESTIGATIVE REPORTS

The Area Housing Authority of the County of Ventura [AHA] may use a variety of methods to confirm your prior work experience, criminal activity, driving record, character, general reputation and personal characteristics. This information may be used in decisions about your employment at the AHA.

Although the AHA application package only asks for your employment history for the past ten (10) years, the AHA may seek confirmation of relevant prior work history throughout your entire work history. To obtain this information before hiring an applicant, the AHA may:

- contact your prior employers via phone, fax or mail;
- search local court records via the internet and through a third party;
- contact educational institutions to confirm levels of education obtained;
- contact those individuals you identify as personal references.

You have the right to decline authorization of these reports. However, without these reports, the AHA may not be able to properly confirm whether you meet the job requirements; and the AHA may decide not to offer you employment.

If the AHA uses a third party to conduct these background and investigative reports, the AHA will certify to that third party that we have notified you of your rights, obtained your permission to get the background check, complied with all of the FCRA requirements, and won't discriminate against you or otherwise misuse the information in violation of federal or state equal opportunity laws or regulations.

If you authorize the AHA to conduct these background and investigative reports, you must indicate your authorization by your signature and date at the bottom of this page.

My signature below certifies that I have read and understand the contents of this Notice, and further, that I agree to the terms and conditions outlined in this entire AHA application package.

Applicant's Signature

Date

Your Printed Name

NOTICE TO APPLICANTS

Before the Area Housing Authority of the County of Ventura [AHA] takes an adverse employment action, (for example, not hiring an applicant or firing an employee based on background information obtained through a company in the business of compiling background information), the AHA will give the applicant or employee:

- a notice that includes a copy of the consumer report the AHA relied on to make its decision;
- a copy of "A Summary of Your Rights Under the Fair Credit Reporting Act"

The purpose in providing a notice in advance of taking an adverse employment action is to allow the individual the opportunity to review the report and explain any negative information.

If an adverse employment action is taken against you, the AHA will tell you (orally, in writing, or electronically):

- that you were rejected because of information in the report;
- the name, address, and phone number of the company that providing the report;
- that the company providing the report didn't make the hiring decision, and can't give specific reasons for it; and
- that you have a right to dispute the accuracy or completeness of the report, and to get an additional free report from the reporting company within 60 days.

The AHA disposes of background reports in full compliance of EEOC and FTC regulations, and within the AHA's record retention policy. All paper records are destroyed securely by a third party shredding company. Electronic files or media are destroyed or erased so that the information cannot be read or reconstructed.

INQUIRIES REGARDING YOUR APPLICATION STATUS

Applicants for positions with the Area Housing Authority of the County of Ventura will be notified regarding their applicant status. Generally speaking, we feel it is both prudent and professional to make such notifications only in writing. **Therefore, the Area Housing Authority will not respond to telephone requests for an application status.**

As much of the information on your application is of a confidential nature, it is not feasible for us to request adequate verification of the caller's identity prior to discussing any personal information. You will some written communication regarding the status of your application within 2-3 weeks of the closing date of recruitment. **Email will be the primary method of written communication. Therefore be sure to include a valid email address within your application.**

We ask for your patience and cooperation in this matter.

NOTICE OF REQUIRED DRUG TESTING

Pursuant to the Drug-Free Workplace Act of 1988, the Area Housing Authority of the County of Ventura is required to certify its compliance in providing a drug-free workplace that is free from the illegal manufacture, distribution, dispensation, possession, sale and use of marijuana, illegal drugs, and the use, possession or distribution of alcohol. All applicants who are extended a Conditional Offer of Employment shall, as part of their pre-employment physical, voluntarily submit to blood and/or urine testing for the presence of alcohol, marijuana or illegal drugs. Refusal to submit to the required drug testing or any other component of the pre-employment physical examination will result in withdrawal of the employment offer.

Applicants with a confirmed positive test result will be denied employment. The Area Housing Authority will not discriminate against applicants for employment because of a past history of drug abuse. Therefore, individuals who have failed a pre-employment drug test may re-apply for employment with the Area Housing Authority for any subsequent public recruitment for which they are qualified, after a period of no less than six (6) months. If they achieve the status of a successful candidate for a subsequent recruitment, they must present themselves as drug-free at that time.

Applicants for employment who are Public Housing residents or Section 8 participants should be advised that in the course of a pre-employment physical, a positive test result indicating marijuana or illegal drug use, in addition to denial of employment, may also cause eviction and/or termination from public housing programs.

OCCUPANCY SPECIALIST

BRIEF SUMMARY OF THE POSITION

Under the general supervision of the Section 8 Supervisor, and in conjunction with other Eligibility staff, the Occupancy Specialist performs a variety of processes and procedures to determine individual and family initial eligibility for a variety of housing programs. The position conducts briefings for applicant families, calculates rental assistance amounts based upon program requirements; documents and maintains case files and on-line records; and maintain multiple lists of applicants for various programs.

EDUCATIONAL AND EXPERIENCE REQUIREMENTS

Any combination equivalent to sufficient experience, training and/or education to demonstrate the knowledge and abilities listed below. Typically, this would be gained through:

- High school degree or equivalent **and**
- Two years of tasks related to wait list management, determination of eligibility status and providing program information to participants; or any other equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position, **and**
- High-level bilingual Spanish/English written and oral skills, **and**
- Possession of or ability to obtain a valid Occupancy Specialist Certification within one year of appointment. If this certification is not currently held, it must be earned within one year of appointment to this position.

PREFERRED Education and Experience

- Two year's working with HUD or other governmental procedures.
- Two year's wait list or eligibility experience.
- Bachelor degree.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. This is not an all-inclusive list and the omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

- Conduct all facets of program admittance processing from application intake to lease approval.
- Qualify applicants for a variety of housing programs: determine eligibility, approve program participation, provide and present program information, explain program procedures, issue vouchers to eligible families, create and maintain numerous waiting lists.
- Maintain files and the computer systems to support the functions of this position.

Essential Functions – Representative Tasks

Essential and other important duties may include, but are not limited to, the following:

- Conduct eligibility interviews with all applicants as they reach the top of numerous waiting lists to ensure they are eligible to participate in various housing assistance programs in a timely manner.
- Apply program policy, procedures and regulations; manage detailed processing, notifications, communications and record keeping in accordance with processing timelines and deadlines
- Calculate rental assistance amounts based on program requirements
- Maintain documents and prepare records, files and monthly reports
- Monitor eligibility phone lines and correspondence and respond in a timely, professional manner
- Remain familiar with current regulations, policies and procedures of applicable housing programs.
- Schedule and conduct group orientation presentations for applicants.
- Maintain paper and computer files of applicants accurately and confidentially per policies and procedures.
- Withdraw applications of ineligible applicants.
- Create and monitor monthly statistical reports for applicants in the various programs.
- Create and maintain a variety of required reports and records.

- Communicate with the public in a friendly and professional manner.
- Answer calls in a timely, professional and helpful manner.
- Available during Agency business hours to meet client needs, coordinate with co-workers, attend face-to-face meetings, and handle day-to-day operations.
- Prepare written documents to clients, owners, and outside agencies demonstrating strong business writing skills
- Demonstrate independent problem solving skills
- May interpret and translate for non-English speaking applicants

REQUIRED QUALIFICATIONS, TRAITS AND SKILLS

Knowledge of: Basic mathematics, general office, organizational, clerical and computer skills. Excel, Word, Microsoft Office products. Excellent communication skills. Internet and e-mail usage in business setting.

AND THE Ability to: Demonstrate excellent communication skills with the ability to conduct presentations to large groups in a clear and professional manner. Be courteous, exercise judgment, discretion, and maintain confidentiality in dealing with client information. Negotiate rental amounts and agreements with property owners. Demonstrate daily a pleasant, personable, and patient communication style with the desire to help people in need. Work under pressure, multi-task and meet schedule deadlines with minimal day-to-day supervision. Exercise independent judgment. Work under the stress of short timelines and understand oral and written instructions and procedures. Operate independently and exercise sound judgment and critical thinking in the conduct of day-to-day activities. Research program policies and regulations to determine program guidance and requirements. Possess strong business writing skills. Organize work and set priorities. Analyze information and reach sound conclusions and decisions in accordance with established policies, procedures and guidelines. Handle highly diverse client group interactions with courtesy, tact and sensitivity to the issues involved and defuse situations that become highly emotional and volatile. Establish and maintain effective and courteous working relationships with supervisors, clients, property owners, hearing officers, representatives of other governmental agencies, employees, the public and others encountered in the course of work.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

To perform this job successfully, an individual must be able to perform each essential job duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform essential job functions. The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job.

ADA COMPLIANCE SUMMARY

Physical Ability: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, balance and twist at neck and waist; and may require use of the arms above the shoulder; to exert moderate physical effort in sedentary to moderate work, but which may involve lifting, carrying, pushing and/or pulling of objects and materials of light weight (1-10 pounds); uses simple and power grasping with both hands; uses fine manipulation of both hands and fingers to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard to enter and retrieve data; and to verbally communicate to exchange information. Tasks may require occasional need to lift items weighing up to 19 pounds. Tasks may require ability to operate a vehicle to drive from site to site on AHA business.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Close vision is required for most tasks. Some tasks require the ability to communicate in person and over the telephone.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as bright/dim light or repetitive wrist, hand and arm motions.