

August 6, 2019

TO: Colleen Goetz, Human Resources Analyst
Sonoma County

FROM: Doug Johnson, Vice President
Jeff McMurdo, Consultant
Ralph Andersen & Associates

SUBJECT: Classification Recommendations – Community Development Commission

Ralph Andersen & Associates was retained by Sonoma County to conduct a review of all classifications in the Community Development Commission. The analysis has focused on the appropriate job classification, specific or broad, to recognize the role and responsibility of the position as well as optimize the ability of Sonoma County to recruit and retain employees filling the positions.

This memorandum provides a description of the study process and methodology used, an overview and analysis of the primary duties and responsibilities relative to each classification, and our resulting recommendations. Further, attached to this memo is the Employee Allocation Listing that details our classification recommendations. The Employee Allocation List clearly identifies the linkage of the current plan to the proposed classification plan by summarizing recommendations for each individual position.

Study Process and Methodology

As part of the classification study for the Community Development Commission, thirty Position Description Questionnaire's (PDQs) were submitted to *Ralph Andersen & Associates* for review. To ensure the analysis was comprehensive and accurate, background information was reviewed and interviews were conducted with each employee, as well as appropriate supervisory/management staff. This extensive interview process ensured the consultant had a complete understanding of each classification and the overall organizational work unit.

In evaluating the information collected, a “whole job analysis” approach was used. With this approach, the following factors were considered:

- Duties and responsibilities
- Knowledge, skills, and abilities
- Decision-making
- Contacts.

Our analysis considered whether existing job classifications were appropriate or if a new job classification is required.

CLASSIFICATIONS STUDIED

County-wide Classifications

Current Position Title: Accountant II

Analysis: This is the journey level classification in the professional accounting series. Positions in the Accountant II classification are responsible for performing a variety of professional accounting work including the examinations, analysis, maintenance, reconciliation and verification of financial records.

The next higher level classification in the series, the Accountant III, is the advanced journey level with responsibility for supervising and participating in the work of an accounting division in a small to medium-sized department.

Findings and Recommendation: Based on our review of the duties and responsibilities assigned to the Accountant II position within the Community Development Commission, our assessment confirms that the classification of Accountant II is the appropriate classification for this position, i.e. this position performs a variety of professional level accounting duties within the Community Development Commission.

Further, this position is not performing at the Accountant III level as this position does not have supervisory responsibilities.



Current Position Title: Accounting Technician

Analysis: Positions in the Accounting Technician classification are responsible for performing a variety of specialized and complex technical accounting work and fiscal clerical work in connection with reviewing, processing, and recording financial, statistical, or fiscal records. Positions in this classification are distinguished from other classes in the Account Clerk series in that incumbents are responsible for performing highly complex technical level accounting work.

Findings and Recommendation: Based on our review of the duties and responsibilities assigned to the Accounting Technician positions within the Community Development Commission, our assessment confirms that the classification of Accounting Technician is the appropriate classification for these positions, i.e. these positions perform a variety of technical level accounting duties within the Community Development Commission.



Current Position Title: Account Clerk II

Analysis: This is the journey level classification in the clerical accounting series. Positions in the Account Clerk II classification are responsible for performing a variety of general and/or specialized bookkeeping duties related to the maintenance and review of financial and statistical records.

The next higher level classification in the series, the Senior Account Clerk, is the advanced working level in the Account Clerk series, and as such exercises a detailed subject matter knowledge of a specific bookkeeping program area or specialized statistical or record keeping

system. This classification may serve as a lead worker to a group of clerical accounting employees engaged in bookkeeping activities.

Findings and Recommendation: Based on our review of the duties and responsibilities assigned to the Account Clerk II position within the Community Development Commission, our assessment confirms that the classification of Account Clerk II is the appropriate classification for this position, i.e. this position performs a variety of journey level clerical accounting duties within the Community Development Commission.

Further, this position is not performing at the Senior Account Clerk level as this position does not have lead responsibilities and/or exercise a detailed subject matter knowledge of a specific bookkeeping program area or specialized statistical or record keeping system.



Current Position Title: Administrative Aide

Analysis: Positions in the Administrative Aide classification are responsible for performing a variety of paraprofessional administrative analysis, accounting, and/or human resources work in support of administrative management professionals or a small service program. This classification differs from the Department Analyst classification in that the latter performs a variety of professional level analytical work in supporting department operations, programs, and/or services in areas such as fiscal operations, budgeting, contract management, human resources, staffing, organizational review, facilities, office automation/information systems, productivity improvement, legislative analysis, and or customer service.

Findings and Recommendation: Based on our review of the duties and responsibilities assigned to the Administrative Aide positions within the Community Development Commission, our assessment confirms that the classification of Administrative Aide is the appropriate classification for these positions, i.e. these positions perform a variety of paraprofessional administrative analysis duties in support of their assigned program.

Further, these positions are not performing at the Department Analyst level as these positions perform paraprofessional administrative analysis duties and not professional analytical duties.



Current Position Title: Senior Office Support Supervisor

Analysis: Positions in the Senior Office Support Supervisor classification are responsible for planning, organizing, and supervising several office support units engaged in clerical support and administrative activities.

Findings and Recommendation: Based on our review of the duties and responsibilities assigned to the Senior Office Support Supervisor position within the Community Development Commission, our assessment confirms that the classification of Senior Office Support Supervisor is the appropriate classification for this position, i.e. this position plans, organizes, and supervises both the front and back office support units within the Community Development Commission.



Current Position Title: Senior Office Assistant

Analysis: Positions in the Senior Office Assistant classification are responsible for performing highly responsible and specialized clerical technical office support activities and may serve as a lead worker.

Findings and Recommendation: Based on our review of the duties and responsibilities assigned to the Senior Office Assistant position within the Community Development Commission, our assessment confirms that the classification of Senior Office Assistant is the appropriate classification for this position, i.e. this position performs a variety of highly responsible and specialized clerical technical office support duties as well as serves as a lead worker over lower level staff within the Community Development Commission.



Current Position Title: Office Assistant II

Analysis: These are the experienced level classification in the Office Assistant series. Positions in Office Assistant II classification are responsible for performing a variety of general and/or specialized office support activities related to filing, reception, form processing, record maintenance, mail handling, personal computer operation and typing.

The next higher level classification in the series, the Senior Office Assistant, is the advanced journey level with responsibility for performing highly responsible and specialized clerical technical office support activities and may serve as a lead worker.

Findings and Recommendation: Based on our review of the duties and responsibilities assigned to the Office Assistant II positions within the Community Development Commission, our assessment confirms that the classification of Office Assistant II is the appropriate classification for these positions, i.e. these positions perform general and specialized office support duties in support of the Community Development Commission.

Further, these positions are not performing at the Senior Office Assistant level as these positions perform a variety of general office support activities.



Current Position Title: Department Information Systems Specialist I/II

Analysis: These are the entry and journey level classifications in the alternate staffed I/II Department Information Systems Specialist series. Positions in Department Information Systems Specialist I/II classifications are responsible for performing a variety of professional, technical, and analytical duties in the operation and support of departmental computer systems and related equipment.

Findings and Recommendation: Based on our review of the duties and responsibilities assigned to the Department Information Systems Specialist II position within the Community Development Commission, our assessment confirms that the classification of Department Information Systems Specialist II is the appropriate classification for this position, i.e. this position performs professional, technical, and analytical duties in the operation and support of the Homeless Management Information System (HMIS) within the Community Development Commission.



Affordable Housing Program
Executive Office/Administration
Homeless & Community Services

Current Position Title: Community Development Associate

Analysis: Positions in the Community Development Associate classification are responsible for coordinating the day-to-day administration of an assigned program within the Community Development Commission including supervising the activities as well as performing highly specialized work related to the assigned program.

Findings and Recommendation: Based on our review of the duties and responsibilities assigned to the Community Development Associate positions, it is recommended that the title for this classification be changed to Community Development Program Coordinator to more accurately reflect the scope, duties, and knowledge, skills, and abilities of these positions, i.e. these positions are responsible for coordinating the day-to-day administration of their assigned program.



Current Position Title: Senior Community Development Specialist

Analysis: This classification is defined as the full journey-level class in the Community Development Specialist series. Positions in the Senior Community Development Specialist classification are responsible for performing highly specialized work related to the planning, development, implementation, and evaluation of assigned Commission programs and/or projects.

Findings and Recommendation: Based on our review of the duties and responsibilities assigned to the Senior Community Development Specialist positions, it is recommended that the title for this classification be changed to Community Development Program Specialist to more accurately reflect the scope, duties, and knowledge, skills, and abilities of these positions, i.e. these positions are responsible for performing highly specialized planning, development, implementation, and evaluation work of their assigned program.

It is important to note, that we have not recommended including Senior in the title, as this classification is the full journey-level class within the series. Typically, Senior levels are defined as advanced journey/lead levels within a series including responsibility for leading, planning, training, and reviewing lower level staff.

Further, at the time the desk audits were conducted, there was one vacant Senior Community Development Specialist position within the Affordable Housing Program Division. It is recommended that this position, when filled, be filled as a Community Development Program Specialist.



Current Position Title: Community Development Specialist I/II

Analysis: These are the entry-level/trainee and first working level classifications in the alternate staffed I/II Community Development Specialist series. Positions in Community Development Specialist I/II classifications are responsible for performing a variety of

specialized technical work and support functions related to day-to-day administration of assigned Commission programs.

Findings and Recommendation: Based on our review of the duties and responsibilities assigned to the Community Development Specialist I/II positions, it is recommended that the title for these classifications be changed to Community Development Program Technician I/II to more accurately reflect the scope, duties, and knowledge, skills, and abilities of these positions, i.e. these positions are responsible for performing a variety of technical work and support functions related to their assigned program.



Construction Services

Current Position Title: Housing & Rehabilitation Specialist

Analysis: Positions in the Housing & Rehabilitation Specialist classification are responsible for performing a variety of specialized and technically detailed assignments involved in the operation of federal, state, and local funded housing programs including planning and development of assigned housing rehabilitation projects.

Findings and Recommendation: Based on our review of the duties and responsibilities assigned to the Housing & Rehabilitation Specialist positions, our assessment confirms that the classification of Housing & Rehabilitation Specialist is the appropriate classification for these positions, i.e. these positions are responsible for performing a variety of specialized and technically detailed duties for federal, state, and local funded housing rehabilitation projects.



Housing Authority

Current Position Title: Community Development Specialist I/II

Analysis: The Community Development Specialist I/II positions within the Housing Authority are responsible for performing a variety of specialized work related to the administration of housing assistance programs including assisting applicants of housing programs find and maintain occupancy. Specific duties include:

- Interviewing individuals who are applying for assistance to obtain and verify information required to determine program eligibility; maintaining a caseload; completing annual and interim re-certifications of eligibility.
- Evaluating information obtained from applicants, program participants and other sources against regulations to determine eligibility and continued assistance; preparing necessary eligibility verifications for accurate financial information including income debt, mortgage information, and property ownership; initiating requests for information related to eligibility determinations from outside sources such as employers, insurance companies, banks, other county departments and other agencies.
- Assisting the public in person or by phone by answering inquires related to program services and applicable regulations, rules, policies and procedures; status of eligibility; client rights and responsibilities; proper use in the completion of forms and documents.

- Explaining policies and regulations including changes regarding admission requirements, selection of tenants, occupancy standards, assistance payment reporting requirements, housekeeping and other responsibilities to applicants and tenants; providing general information to property owners and referring if necessary, to appropriate staff.
- Conducting interviews of individuals or applicants; assisting in conducting briefings for groups and organizations.

These positions differ from other Community Development Specialist positions within the Commission in that these positions perform specialized duties related to the occupancy of residents within the County, whereas Community Development Specialist in other divisions perform a variety of technical work and support functions related to the day-to-day administration of Commission programs.

Findings and Recommendation: Based on the above, it is recommended that a new alternating classification of Occupancy Specialist I/II be created in order to more accurately reflect the nature, scope, duties, and responsibilities of these positions, i.e. these positions are responsible for performing a variety of duties related to assisting in the occupancy of residents.



Current Position Title: Senior Community Development Specialist

Analysis: The Senior Community Development Specialist position within the Housing Authority is responsible for leading, overseeing, and participating in the most complex and difficult work of staff responsible for performing a variety of specialized work related to the administration of housing assistance programs including assisting applicants of housing programs find and maintain occupancy. Specific duties include:

- Participating in performing the most complex work of the unit including overseeing the most difficult caseloads and conducting the weekly mover briefings.
- Training assigned employees in their areas of work methods, procedures, and techniques.
- Verifying the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications.
- Ensuring adherence to safe work practices and procedures.
- Responding to a variety of questions and clarifications of procedures, policies, and regulations from lower level staff.
- Overseeing and participating in interviewing individuals who are applying for assistance to obtain and verify information required to determine program eligibility; maintaining a caseload; completing annual and interim re-certifications of eligibility.
- Overseeing and participating in evaluating information obtained from applicants, program participants and other sources against regulations to determine eligibility and continued assistance; preparing necessary eligibility verifications for accurate financial information including income debt, mortgage information, and property ownership; initiating requests for information related to eligibility determinations from outside sources such as employers, insurance companies, banks, other county departments and other agencies.

- Assisting the public in person or by phone by answering inquires related to program services and applicable regulations, rules, policies and procedures; status of eligibility; client rights and responsibilities; proper use in the completion of forms and documents.
- Overseeing and participating in explaining policies and regulations including changes regarding admission requirements, selection of tenants, occupancy standards, assistance payment reporting requirements, housekeeping and other responsibilities to applicants and tenants; providing general information to property owners.
- Overseeing and participating in conducting interviews of individuals or applicants; assisting in conducting briefings for groups and organizations.

This position differs from other Senior Community Development Specialist positions within the Community Development Commission in that this position is responsible for leading, overseeing, and participating in the work of staff responsible for performing a variety of work related to the administration of housing assistance programs, whereas Senior Community Development Specialist in other divisions perform highly specialized planning, development, implementation, and evaluation work of their assigned program.

Findings and Recommendation: Based on the above, it is recommended that a new classification of Lead Occupancy Specialist be created in order to more accurately reflect the nature, scope, duties, and responsibilities of this position, i.e. this position is responsible for leading, overseeing, and participating in the work of staff responsible for assisting applicants of housing programs find and maintain occupancy.



Current Position Title: Supervising Community Development Specialist

Analysis: The Supervising Community Development Specialist position within the Housing Authority is primarily responsible for ensuring that the Housing Authority is in compliance with federal rules and regulations in the area of eligibility and inspections for its rental assistance programs. While this position does directly supervise one in-house employee, an Employment Housing Counselor, supervisory functions are not the primary function of this position nor does it supervise any Community Development Specialist positions. Specific duties include:

- Overseeing the Section Eight Management Assessment Program including auditing, monitoring, and compiling data for submission to ensure compliance with federal rules and regulations.
- Responding to a variety of questions from housing authority staff, participants, owners, and community based organizations about program rules and regulations; resolving complaints.
- Researching, analyzing, and compiling a variety of reports for the Housing Authority Manager in order to ensure compliance with federal rules and regulations.
- Supervising and training both in-house and contract staff on work methods, procedures, and techniques.
- Filing Multi-family Tenant Characteristics System (MTCS) data, analyzing data, and correcting and/or distributing errors to appropriate staff to correct.
- Performing a variety of duties related to eligibility of tenants and informal hearings including analyzing files for program violations, writing letters, scheduling informal

hearings, approving documentation, writing scripts, and presenting information at informal hearings.

- Conducting housing briefings including presenting program rules and regulations to new applicants, issuing vouchers and answering questions.

This position differs from the Supervising Community Development Specialist classification in that this position is primarily responsible for ensuring that the Housing Authority is in compliance with federal rules and regulations, whereas the Supervising Community Development Specialist is responsible for planning, organizing, evaluating, and supervising the work of staff performing a variety of specialized technical work and support functions related to the day-to-day administration of Community Development Commission programs.

Findings and Recommendation: Based on the above, it is recommended that a new classification of Housing Authority Compliance Coordinator be created in order to more accurately reflect the nature, scope, duties, and responsibilities of this position, i.e. this position is responsible for ensuring the Housing Authority is in compliance with federal rules and regulations.



Current Position Title: Employment Housing Counselor

Analysis: Positions in the Employment Housing Counselor classification are responsible for determining the need for and providing assistance needed by Housing Authority clients and landlords.

Findings and Recommendation: Based on our review of the duties and responsibilities assigned to the Employment Housing Counselor position, our assessment confirms that the classification of Employment Housing Counselor is the appropriate classification for this position, i.e. this position is responsible for determining the need for and providing a variety of assistance to housing authority clients and landlords. While there are some duties that this position is responsible for that are not specifically outlined in the job description, including visiting and assessing properties and negotiating with and recruiting for new landlords, *Ralph Andersen & Associates* finds that these duties are within the same range and role of the job classification, requiring similar levels of experience and autonomy.



If you have any questions or would like to discuss further, please do not hesitate to call me at (916) 630-4900.

Recommendations

Sonoma County - CDC
Allocation List

Department	Division	Employee Name	Current Class Title	Recommended Class Title	Recommended Outcome
Community Development Commission	Accounting	Bookmyer, Susan	Accountant II	Accountant II	No Classification Change
Community Development Commission	Accounting	Kylon, Jane	Accounting Technician	Accounting Technician	No Classification Change
Community Development Commission	Accounting	Tannehill, Kathleen	Accounting Technician	Accounting Technician	No Classification Change
Community Development Commission	Accounting	Vasquez, Stacy	Account Clerk II	Account Clerk II	No Classification Change
Community Development Commission	Affordable Housing Program	Morgan, Angela	Community Development Associate	Community Development Program Coordinator	Title Change/Specification Update
Community Development Commission	Affordable Housing Program	Duncan, Diedre	Senior Community Development Specialist	Community Development Program Specialist	Title Change/Specification Update
Community Development Commission	Affordable Housing Program	Johnson, Valerie	Senior Community Development Specialist	Community Development Program Specialist	Title Change/Specification Update
Community Development Commission	Affordable Housing Program	Vacant	Senior Community Development Specialist	Community Development Program Specialist	Title Change/Specification Update
Community Development Commission	Affordable Housing Program	O'Hara, Darrin	Administrative Aide	Administrative Aide	No Classification Change
Community Development Commission	Construction Services	Chandler, Marc	Housing & Rehabilitation Specialist	Housing & Rehabilitation Specialist	No Classification Change/Specification Update
Community Development Commission	Construction Services	Gaddis, Jason	Housing & Rehabilitation Specialist	Housing & Rehabilitation Specialist	No Classification Change/Specification Update
	Construction Services	Ticehurst, Shelley	Administrative Aide	Administrative Aide	No Classification Change
Community Development Commission	Executive Office/Administration	Gasser, Felicity	Community Development Associate	Community Development Program Coordinator	Title Change/Specification Update
Community Development Commission	Executive Office/Administration	Trujillo, Holly	Senior Community Development Specialist	Community Development Program Specialist	Title Change/Specification Update
Community Development Commission	Homeless & Community Services	Gause, Michael	Community Development Associate	Community Development Program Coordinator	Title Change/Specification Update
Community Development Commission	Homeless & Community Services	White, Karissa	Senior Community Development Specialist	Community Development Program Specialist	Title Change/Specification Update
Community Development Commission	Homeless & Community Services	Overbury-Howland, Daniel	Department Information Systems Specialist	Department Information Systems Specialist	No Classification Change
Community Development Commission	Homeless & Community Services	Mottern, Charles	Community Development Associate	Community Development Program Coordinator	Title Change/Specification Update
Community Development Commission	Homeless & Community Services	Whipple, Suzanne	Community Development Specialist II	Community Development Program Technician II	Title Change/Specification Update
Community Development Commission	Housing Authority	Becker, Tracy	Supervising Community Development Specialist	Housing Authority Compliance Coordinator	New Classification
Community Development Commission	Housing Authority	Mazzamuto, Jennifer	Senior Community Development Specialist	Lead Occupancy Specialist	New Classification
Community Development Commission	Housing Authority	Hilton, Thai	Community Development Specialist II	Occupancy Specialist II	New Classification
Community Development Commission	Housing Authority	Medina, Deborah	Community Development Specialist II	Occupancy Specialist II	New Classification
Community Development Commission	Housing Authority	Oceguera, Edith	Community Development Specialist II	Occupancy Specialist II	New Classification
Community Development Commission	Housing Authority	Perez, Sonja	Community Development Specialist II	Occupancy Specialist II	New Classification
Community Development Commission	Housing Authority	Zepponi, Mary	Community Development Specialist II	Occupancy Specialist II	New Classification
Community Development Commission	Housing Authority	Silva, Guadalupe	Employment Housing Counselor	Employment Housing Counselor	No Classification Change/Specification Update
Community Development Commission	Housing Authority	Meiswinkel, Cynthia	Senior Office Support Supervisor	Senior Office Support Supervisor	No Classification Change
Community Development Commission	Housing Authority	Vacant	Senior Office Assistant	Senior Office Assistant	No Classification Change
Community Development Commission	Housing Authority	Anton, Susan	Office Assistant II	Office Assistant II	No Classification Change
Community Development Commission	Housing Authority	Perez Curiel, Nadia	Office Assistant II	Office Assistant II	No Classification Change
Community Development Commission	Housing Authority	Kroll, Bryan	Office Assistant II	Office Assistant II	No Classification Change

CDC Incumbents to be Reclassified Salary Step and Rate as of 1/10/23

Dept.	Program	Name	EE #	Classification Title	Current Salary Step/Rate	Change Type	New Title/Job Class
CDC	RENTAL ASSISTANCE	MEISWINKEL, CYNTHIA A.	17056	SUPERVISING COMMUNITY DEVELOPMENT SPECIALIST	I step, \$42.46	New Classification	Housing Authority Compliance Coordinator
CDC	RENTAL ASSISTANCE	JUAREZ, EDITH	22689	SENIOR COMMUNITY DEVELOPMENT SPECIALIST	G step, \$38.14	New Classification	Lead Occupancy Specialist
CDC	RENTAL ASSISTANCE	SHERWIN, KATHRYN E.	25792	COMMUNITY DEVELOPMENT SPEC I	E step, \$26.59	New Classification	Occupancy Specialist I
CDC	RENTAL ASSISTANCE	ARREGUIN ROSAS, MARIA	26730	COMMUNITY DEVELOPMENT SPEC I	E step, \$26.59	New Classification	Occupancy Specialist I
CDC	RENTAL ASSISTANCE	PEREZ CORRALES, SONIA	23277	COMMUNITY DEVELOPMENT SPEC II	I step, \$33.33	New Classification	Occupancy Specialist II
CDC	RENTAL ASSISTANCE	vacant/recruitment in Jan 2023	TBD	COMMUNITY DEVELOPMENT SPEC II	TBD	New Classification	Occupancy Specialist II
CDC	RENTAL ASSISTANCE	ZEPPONI, MARY H.	22362	COMMUNITY DEVELOPMENT SPEC II	I step, \$33.33	New Classification	Occupancy Specialist II
CDC	RENTAL ASSISTANCE	ARDON, FLOR DE CONSUELO	26460	COMMUNITY DEVELOPMENT SPEC II	D step, \$29.51	New Classification	Occupancy Specialist II
CDC	RENTAL ASSISTANCE	KEISNER, APRIL I.	26512	COMMUNITY DEVELOPMENT SPEC II	C step, \$28.79	New Classification	Occupancy Specialist II
CDC	RENTAL ASSISTANCE	SCHMIDT, JENNA E.	26212	COMMUNITY DEVELOPMENT SPEC II	C step, \$28.79	New Classification	Occupancy Specialist II
CDC	RENTAL ASSISTANCE	JONES, AUDRIANNA M.	26033	COMMUNITY DEVELOPMENT SPEC II	C step, \$28.79	New Classification	Occupancy Specialist II
CDC	RENTAL ASSISTANCE	vacant/recruitment in Jan 2023	TBD	COMMUNITY DEVELOPMENT SPEC II	TBD	New Classification	Occupancy Specialist II

COMMUNITY DEVELOPMENT ~~SPECIALST~~PROGRAM TECHNICIAN I**Definition**

Under ~~general~~ supervision, learns to performs a variety of specialized technical work and support functions related to the day-to-day administration of housing ~~assistance, housing rehabilitation,~~ and community development, affordable housing, or other Commission projects and programs; ~~and performs related duties as required.~~

Distinguishing Characteristics

~~This is an alternate level class assigned to the Community Development Commission. Community Development Specialist I is the entry level trainee class in the Community Development Specialist series. Community Development Program Technician I is the trainee/entry-level classification in the Community Development Program series, allocated solely to the Community Development Commission, responsible for~~ Incumbents performing the less complex duties of the class, including assisting the public and maintaining department files and records. More complex tasks are assigned as part of ongoing training to prepare for higher-level class placement. ~~Incumbents are expected to advance to the Community Development Specialist II after gaining experience, demonstrating proficiency, and consistently performing work that meets the qualifications and scope of the higher level class.~~

Community Development ~~Specialist~~Program Technician I is distinguished from the next higher classification of Community Development Program Technician II in that the latter is the first working journey level class. ~~Incumbents responsible for performing~~ the full range of duties specialized technical work and support functions related to the day-to-day administration of assigned Commission programs. ~~assigned to the classification under general supervision. Incumbents are rotated among a variety of assignments, if feasible.~~

This classification is further distinguished from the higher level ~~differs from the~~ classification of ~~Senior~~ Community Development Program Specialist in that the ~~Senior~~ latter performs the more complex tasks associated with the analysis, development, implementation, administration, and evaluation of new Commission programs ~~and~~ projects while the Community Development ~~Specialist~~Program Technician I/II performs routine tasks related to eligibility determination, compliance, and/or program support within established processes and program guidelines.

Community Development Program Technician I is alternately staffed with the journey-level Community Development Program Technician II classification. Incumbents are expected to advance to the Community Development Program Technician II after gaining experience, demonstrating proficiency, and consistently performing work that meets the qualifications and scope of the higher level classification.

An employee in this class is an employee of the Sonoma County Community Development Commission which is a separate entity from the County of Sonoma and not within the Sonoma County Civil Service System. This class is exempt from the Civil Service Rules of the County of Sonoma as stated in Section 5 of Ordinance No. 305-A, as amended.

Typical Duties

Incumbents in this entry-level classification learn to perform duties and then perform them with increasing independence. ~~Important~~ Duties may include, but are not limited to, the following:

Assists the public in person or by phone by answering inquires related to program services and applicable regulations, rules, policies and procedures; status of projects and funding; client rights and responsibilities; proper ~~use in the~~ completion of forms and documents; and refers matters requiring policy interpretation to responsible parties for direction.

~~Interviews individuals who are applying for assistance to obtain and verify information required to determine program eligibility; maintains a caseload; completes annual and interim re-determinations of eligibility.~~

~~Evaluates information obtained from applicants, program participants and other sources against regulations to determine eligibility and continued assistance; prepares necessary eligibility verifications for accurate financial information including income debt, mortgage information, and property ownership; initiates requests for information related to eligibility determinations from outside sources such as employers, insurance companies, banks, other county departments and other agencies.~~

Reviews, compiles and assembles a variety of information from department files, records and regulations in response to inquiries for general or technical information; prepares a variety of informational materials including graphs, charts, reports, financial statements, resolutions, forms and legal documents; generates documents and correspondence; assists in the preparation of analytical studies; ~~and~~ prepares detailed reports.

Establishes, maintains and revises department files in accordance with managerial requests.

Establishes and maintains professional working relationships with a variety of County employees, co-workers, ~~county departments~~, and other community resources; assists in coordinating services of the Community Development Commission with such agencies.

May act as an assistant to one or more management employees in assigned program(s); may participate in special projects, studies, and committees when assigned.

Communicates both orally and in writing with clients and others related to initial and ongoing eligibility determination while maintaining confidentiality; provides pertinent forms and pamphlets to clients as required.

Collects and Rreviews diverse information for completeness, relevance, accuracy, and conformance to written and oral instructions; follows up on apparent discrepancies.

~~Explains policies and regulations including changes regarding admission requirements, selection of tenants, occupancy standards, assistance payment reporting requirements, housekeeping and other responsibilities to applicants and tenants; provides general information to property owners and refers if necessary to appropriate staff.~~

~~Conducts interviews of individuals or applicants; assists in conducting briefings for groups and organizations.~~

Assists in the review of contract performance to determine project progress.

Provides information to applicants, contractors, and grantees regarding eligibility and compliance issues; reviews reports, insurance certifications, program policies, and related documents to ensure compliance with applicable regulations, policies, and procedures.

Assists in the preparation of notes, deeds of trust, trust agreements, and other instruments securing the interest of the Commission in housing and community development projects; assists in reviewing reimbursement requests and recommendations.

Utilizes electronic data processing systems to enter and retrieve data, conduct research into cases, establish and update information, generate documents and correspondence, and communicate with others.

Performs related duties as assigned.

Knowledge and Abilities

Knowledge of: basic mathematics; English grammar, vocabulary, spelling, punctuation and composition; methods and techniques used in researching, proofing, evaluating, and gathering information; organizing and presenting data in a report format to the public; the purpose and processing of a diversity of forms and documents related to federally assisted housing programs.

Ability to: follow oral and written instructions; establish, organize, revise, and maintain program and project files; establish and maintain ~~harmonious and~~ effective working relationships with clients, ~~other~~ employees, supervisors, community organizations, and the general public; analyze situations and adopt effective courses of action within established procedures; communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds; learn and perform assigned technical tasks and routines; maintain confidentiality of restricted information; maintain records and prepare reports or correspondence; use electronic information equipment and department-specific systems; enter data accurately; work independently in performing assignments and in resolving problems within established procedures; function effectively in a system with strict guidelines and

constant changes; monitor standard contracts for service, including processing reimbursement requests; and effectively organize and manage assigned workload.

Minimum Qualifications

Education and Experience: Any combination of ~~training~~education and experience ~~that~~which would provide the opportunity to acquire the knowledge and abilities listed herein. Normally, this would include academic course-work in public administration, business, accounting, or related ~~courses~~fields

~~And~~

~~Normally,~~ and one year of ~~full-time paid~~work experience performing responsible clerical or general administrative support duties.

License: Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

~~Special Requirement~~Bilingual Designation: Designated positions may require the ability to speak, read and write a language in addition to English.

COMMUNITY DEVELOPMENT ~~SPECIALIST~~ PROGRAM TECHNICIAN II**Definition**

Under general supervision, performs a variety of specialized technical work and support functions related to the day-to-day administration of housing ~~assistance, housing rehabilitation,~~ and community development, affordable housing, or other Commission projects and programs; ~~and performs related duties as required.~~

Distinguishing Characteristics

~~This is an alternate level class assigned to the Community Development Commission. Community Development Specialist I is the entry level trainee class in the Community Development Specialist series. Incumbents perform the less complex duties of the class including assisting the public and maintaining department files and records. More complex tasks are assigned as part of ongoing training to prepare for higher level class placement. Incumbents are expected to advance to the Community Development Specialist II after gaining experience, demonstrating proficiency, and consistently performing work that meets the qualifications and scope of the higher level class. Community Development Specialist II is the first working level class. Incumbents perform the full range of duties assigned to the classification under general supervision. Incumbents are rotated among a variety of assignments, if feasible.~~ Community Development Program Technician II is the journey level classification in the Community Development Program series, allocated solely to the Community Development Commission, responsible for performing a variety of specialized technical work and support functions related to the day-to-day administration of assigned Commission programs. Incumbents are rotated among a variety of assignments, if feasible.

~~This class differs~~ Community Development Program Technician II is distinguished from the next lower level classification of Community Development Program Technician I in that the latter is the trainee/entry-level classification responsible for performing the less complex duties of the class, including assisting the public and maintaining Commission files and records. This class is further distinguished from the classification of ~~Senior~~ Community Development Program Specialist in that the ~~Senior~~ latter performs the most ~~re~~ complex tasks associated with the analysis, development, implementation, administration, and evaluation of ~~new~~ Commission programs/projects, while the Community Development ~~Specialist I/II~~ Program Technician performs routine tasks related to eligibility determination, compliance, and/or program support within established processes and program guidelines.

Community Development Program Technician II is alternately staffed with the trainee/entry-level Community Development Program Technician I classification.

An employee in this class is an employee of the Sonoma County Community Development Commission which is a separate entity from the County of Sonoma and not within the Sonoma County Civil Service System. This class is exempt from the Civil Service Rules of the County of Sonoma as stated in Section 5 of Ordinance No. 305-A, as amended.

Typical Duties

~~Important~~ Duties ~~may~~ include, but are not limited to, the following:

Assists the public in person or by phone by answering inquires related to program services and applicable regulations, rules, policies, and procedures; status of projects and funding; client rights and responsibilities; proper use in the completion of forms and documents; and refers matters requiring policy interpretation to responsible parties for direction.

~~Interviews individuals who are applying for assistance to obtain and verify information required to determine program eligibility; maintains a caseload; completes annual and interim re-determinations of eligibility.~~

~~Evaluates information obtained from applicants, program participants and other sources against regulations to determine eligibility and continued assistance; prepares necessary eligibility verifications for accurate financial information including income debt, mortgage information, and property ownership; initiates requests for information related to eligibility determinations from outside sources such as employers, insurance companies, banks, other county departments and other agencies.~~

Reviews, compiles and assembles a variety of information from department files, records and regulations in response to inquiries for general or technical information; prepares a variety of informational materials including graphs, charts, reports, financial statements, resolutions, forms and legal documents; generates documents and correspondence; assists in the preparation of analytical studies; and prepares detailed reports.

Establishes, maintains and revises department files in accordance with managerial requests.

Establishes and maintains professional working relationships with a variety of County employees, co-workers, county departments, and other community resources; assists in coordinating services of the Community Development Commission with such agencies.

May act as an assistant to one or more management employees in assigned program(s); may participate in special projects, studies, and committees when assigned.

Communicates both orally and in writing with clients and others related to initial and ongoing eligibility determination while maintaining confidentiality; provides pertinent forms and pamphlets to clients as required.

Collects and Rreviews diverse information for completeness, relevance, accuracy, and

conformance to written and oral instructions; follows up on apparent discrepancies.

~~Explains policies and regulations including changes regarding admission requirements, selection of tenants, occupancy standards, assistance payment reporting requirements, housekeeping and other responsibilities to applicants and tenants; provides general information to property owners and refers if necessary to appropriate staff.~~

~~Conducts interviews of individuals or applicants; assists in conducting briefings for groups and organizations.~~

Assists in the review of contract performance to determine project progress; assists in processing of payments.

Provides information to applicants, contractors, and grantees regarding eligibility and compliance issues; reviews reports, insurance certifications, program policies, and related documents to ensure compliance with applicable regulations, policies, and procedures.

Assists in the preparation of notes, deeds of trust, trust agreements, and other instruments securing the interest of the Commission in housing and community development projects; assists in reviewing reimbursement requests and recommendations.

Utilizes electronic data processing systems to enter and retrieve data, conduct research into cases, establish and update information, generate documents and correspondence, and communicate with others.

Performs related duties as assigned.

Knowledge and Abilities

Knowledge of: basic mathematics; English grammar, vocabulary, spelling, punctuation, and composition; methods and techniques used in researching, proofing, evaluating, and gathering information; organizing and presenting data in a report format to the public; the purpose and processing of a diversity of forms and documents related to federally assisted housing programs.

Ability to: follow oral and written instructions; establish, organize, revise, and maintain program and project files; establish and maintain ~~harmonious and~~ effective working relationships with clients, ~~other~~ employees, supervisors, community organizations, and the general public; analyze situations and adopt effective courses of action within established procedures; communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds; ~~learn and~~ perform assigned technical tasks and routines; maintain confidentiality of restricted information; maintain records and prepare reports or correspondence; use electronic information equipment and department-specific systems; enter data accurately; work independently in performing assignments and in resolving problems within established procedures; function effectively in a system with strict guidelines and

constant changes; monitor standard contracts for service, including processing reimbursement requests; and effectively organize and manage assigned workload.

Minimum Qualifications

Education and Experience: Any combination of ~~training~~education and experience ~~that~~which would provide the opportunity to acquire the knowledge and abilities listed herein. Normally, this would include academic course-work in public administration, business, accounting, or related ~~courses~~fields

~~And~~

~~Normally, and~~ one year of ~~full-time paid~~ work experience performing responsible clerical or general administrative support duties and six months of experience equivalent to performing duties as a Community Development Specialist I ~~or equivalent position~~.

License: Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

~~Special Requirement~~ Bilingual Designation: Designated positions may require the ability to speak, read, and write a language in addition to English.

~~SENIOR~~ COMMUNITY DEVELOPMENT PROGRAM SPECIALIST**Definition**

Under direction, performs highly specialized work related to the planning, development, implementation, administration, and evaluation of housing and community development, affordable housing, or other Commission projects and programs; ~~and performs related duties as required.~~

Distinguishing Characteristics

~~This~~ Community Development Program Specialist is ~~the~~ an full advanced journey-level classification in the Community Development Specialist Program series, allocated solely to the Community Development Commission, ~~Incumbents are~~ responsible for performing highly specialized work related to the planning, and development, implementation, and evaluation of assigned projects, ~~and Incumbents~~ are expected to demonstrate considerable expertise and independent judgment in matters regarding assigned project(s), while referring matters requiring policy decisions to their immediate supervisor. Incumbents ~~in this class~~ are rotated among a variety of ~~desks~~ assignments, if feasible.

~~This class differs~~ Community Development Program Specialist is distinguished from the next lower-level classification of Community Development Specialist Program Technician I/II in that the Senior Specialist performs more complex tasks associated with the analysis, development, implementation, administration, and evaluation of new Commission programs/projects while the Community Development Specialist Program Technician I/II performs routine tasks related to eligibility determination, compliance, and/or program support within established processes and program guidelines.

~~This class differs~~ Community Development Program Specialist is further distinguished from the next higher classification of Community Development Associate Program Coordinator in that the Associate Coordinator has broader responsibility for the supervision and coordination of ~~the~~ day-to-day activities of assigned programs, while the Senior Community Development Program Specialist is more focused on individual projects within these programs.

An employee in this class is an employee of the Sonoma County Community Development Commission which is a separate entity from the County of Sonoma and not within the Sonoma County Civil Service System. This class is exempt from the Civil Service Rules of the County of Sonoma as stated in Section 5 of Ordinance No. 305-A, as amended.

Typical Duties

~~Important~~ Duties may include, but are not limited to, the following:

Assists in all phases with assigned housing and community development projects, including project planning, grant writing, environmental review, mediation of issues, financial planning and reporting, [loan processing](#), programmatic audit and monitoring, and record keeping; participates in planning and developing program policies and procedures.

Assists in the development, administration, and monitoring of contracts, regulatory agreements, and related documents; reviews contract performance to determine project progress and compliance; reviews reimbursement requests and recommendations; ~~and~~ provides technical assistance to borrowers, contractors, and grantees regarding administration, operations, and program development, pursuant to contracts in effect.

Assists in analyzing and determining the need for housing and community development projects; develops individual projects within established policy objectives and program guidelines.

Assists in writing and presenting plans, reports, analyses, agenda items, recommendations, and general information to citizen and neighborhood advisory committees and other housing related committees ~~or~~, groups, local government entities, ~~or in~~ other public forums.

Reviews ~~a diversity of~~ [diverse](#) information from ~~department~~ [the Commission's](#) files, records, and regulations in response to inquiries for general or technical information; prepares a variety of informational materials, ~~to include~~ [including](#) graphs, charts, reports, financial statements, resolution, forms, and legal documents; generates documents and correspondence; assists in the preparation of complex analytical studies and prepares detailed reports.

Establishes and maintains professional working relationships with a variety of ~~e~~ County employees, co-workers, ~~county departments~~ [stakeholders, the media](#), and other community organizations; coordinates services of the ~~Sonoma County Community Development Commission~~ with these agencies, [including planning and coordinating meetings](#).

Assists the public and clients in person or by phone by answering inquiries related to ~~department~~ [Commission](#) services ~~and~~, programs, status of projects and funding, ~~applicable~~ regulations, rules, policies, ~~and~~ procedures, client rights and responsibilities, ~~and the~~ proper use ~~in the~~ completion of forms and documents; ~~and~~ refers matters requiring policy interpretation to responsible parties for direction.

[Researches and collects a variety of data for assigned program and/or projects](#); ~~M~~ maintains records, including written narratives, forms, and computer documents in a clear and readable format; [creates presentation materials as necessary](#).

~~May assign work and provide oversight, training and guidance to Community Development Specialists I/II and clerical support staff. Serves as a project lead and technical resource to staff on assigned program areas; provides training to lower-level staff.~~

Prepares notes, deeds of trust, trust agreements, and other instruments, securing the interest

of the Commission in housing and community development projects.

Conducts briefings for people or organizations applying for assistance.

Communicates both orally and in writing with clients and others related to program requirements, compliance with federal, state, and local laws, regulations, and policies.

Utilizes electronic data processing systems to enter and retrieve data, conduct research into cases, establish and update information, generate documents and correspondence, and communicate with others.

Assists in overseeing a variety of online content including website, newsletters, and/or social media accounts.

Performs related duties as assigned.

Knowledge and Abilities

Knowledge of: the purpose, process, and concepts of processing documents related to Community Development Programs; federal assistance programs; real estate transactions; loan application procedures; grant program funding; commonly used documents related to specialized program areas; methods and techniques used in researching, proofing, evaluating, and gathering information; organization and presentation of data in reports to the public; computerized equipment and specific systems used within the ~~agency~~ Commission; English grammar, vocabulary, spelling, punctuation, and composition; public welfare and community resources available to low income groups; instructional techniques and methods.

Ability to: work independently in performing most assignments and in resolving problems; provide training and ~~direction~~ support to lower level staff; establish and maintain ~~harmonious and~~ effective working relationships with clients, other employees ~~and~~ supervisors, community organizations, ~~and~~ representatives, the general public, and state and federal agencies; analyze and evaluate program effectiveness and make recommendations; analyze situations accurately and adopt an effective course of action; assist in management of multi-faceted programs; independently manage multiple projects of a multi-faceted program; organize, coordinate, analyze, and synthesize the work of varied and changing work groups including staff of municipalities, County departments, local and state agencies, community organizations, lenders, title companies, real estate agents, developers, and ~~for~~ others; communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds; maintain confidentiality of restricted information; function as lead for a program and/or multiple projects of a program; use computerized equipment; ~~analyze and evaluate program effectiveness and make recommendations~~; make oral and written presentations to diverse groups and organizations ~~of various size~~; establish, organize, and manage departmental files; prepare clear and concise written reports.

~~Senior~~ Community Development
Program Specialist

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Minimum Qualifications

Education and Experience: Any combination of education and work experience which would provide the opportunity to acquire the knowledge and abilities listed [herein](#). Normally, this would include academic course-work in public administration, business, accounting, real estate, finance, or related ~~courses~~ [fields](#), and three years of ~~full-time~~ [work](#) experience [equivalent to performing duties](#) as a Community Development Specialist II ~~or equivalent position~~.

License: Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

~~Special Requirement~~ **Bilingual Designation:** Designated positions may require the ability to speak, read, and write a language in addition to English.

COMMUNITY DEVELOPMENT ~~ASSOCIATE~~PROGRAM COORDINATOR

Definition

Under general direction, ~~supervises and performs~~ coordinates the day-to-day administration of an assigned program within the Community Development Commission, including supervising activities and performing highly specialized work related to ~~the implementation and day-to-day administration of~~ housing and community development, affordable housing, or other Commission programs; ~~and performs related duties as required.~~

Distinguishing Characteristics

~~Positions in the class of~~ Community Development Associate Program Coordinator ~~are distinguished from other classes in the series by their responsibility~~ is the supervisory classification in the Community Development Program series, allocated solely to the Community Development Commission, responsible for working within broad program and project objectives in analyzing, identifying, and implementing new Commission programs or projects, and for coordinating the day-to-day administration of assigned programs. Incumbents are expected to act with considerable independence in the day-to-day conduct of program operations, consulting with Commission management on matters affecting policy determination. ~~Incumbents supervise lower level program and general support staff.~~

Community Development Program Coordinator is distinguished from the next lower level classification of Community Development Program Specialist in that the latter is more focused on individual projects within the Commission's programs.

An employee in this class is an employee of the Sonoma County Community Development Commission, which is a separate entity from the County of Sonoma, and is not within the Sonoma County Civil Service System. This class is exempt from the Civil Service Rules of the County of Sonoma as stated in Section 5 of Ordinance No. 305-A, as amended.

Typical Duties

~~Important~~ Duties may include, but are not limited to, the following:

Interviews, selects, and ensures appropriate training and supervision of assigned staff; establishes work priorities and performance standards and evaluates performance; authorizes discipline; and oversees the professional development of assigned staff.

Administers housing and community development projects, including project planning, grant writing, environmental review, mediation of issues, financial planning and reporting, programmatic audit and monitoring, and record-keeping; coordinates project teams and task

forces; distributes and allocates work assignments to other staff.

Promotes ~~the~~ goals and objectives, and determines the needs for Community Development Programs, Housing Rehabilitation Programs, Affordable Housing Programs, or other assigned program responsibilities by acting as liaison and spokesperson.

Analyzes and determines the need for housing and community development projects.

Coordinates federal and state legislative activities; analyzes, reviews, and makes recommendations regarding federal and state housing program legislation, County general housing plans, and local land use regulations and building standards.

Provides training, guidance, and technical assistance to program recipients, participants, and other stakeholders.

Performs analytical studies and prepares detailed reports; plans and prepares agenda items, resolutions, newsletters, press releases, public notices, loan documents, ~~and~~ written reports, and recommendations; develops, administers, and monitors agreements and contracts; ~~and~~ ensures compliance with appropriate restrictions and regulations.

Completes financial feasibility studies; monitors contract performance; establishes affordable sales prices and rents; determines program eligibility; produces amendments to regulatory documents and resolves obstacles to proposed affordability of assigned programs.

~~Plans, assigns, supervises, and trains employees in assigned programs; recommends employee hiring, advancement, transfer, and disciplinary action; recommends and/or approves sick leave, vacation and time off; promotes good morale and cooperative work relations.~~

Develops and maintains a monitoring system to track information required to improve and maintain accountability of program areas according to program plans and specifications.

Coordinates preparation of legal documents such as notes, deeds, and regulatory agreements.

~~Reviews and makes recommendations regarding Federal and State housing program legislation, County general housing plans, local land use regulations and building standards.~~

Produces, updates, and publishes policies, funding reports, other related documents, and web content to ensure public information is readily accessible to the media, public, and community stakeholders.

Responds to questions and establishes and maintains professional working relationships with a variety of County employees, co-workers, stakeholders, the media, and other community organizations; coordinates services of the Commission with these agencies, including planning and coordinating meetings.

Utilizes electronic data processing systems to enter and retrieve data, conduct research into

cases, establish and update information, generate documents and correspondence, and communicate with others.

Performs related duties as assigned.

Knowledge and Abilities

Considerable knowledge of: the purpose and the processing of documents related to Community Development Programs, federal assistance programs, real estate transactions, and loan application procedures; grant program funding or ~~similarly related~~ commonly used documents related to specialized program areas; ~~use of business writing~~; English grammar, vocabulary, spelling, punctuation, and composition.

Working knowledge of: the use of computerized equipment and specific systems used within the agency Commission; contract formulation and contract monitoring techniques; methods and techniques used in researching, proofing, evaluating, gathering, and organizing information and presenting data in reports; project management techniques and methods; principles and practices of personnel management, employee supervision, and training.

Ability to: evaluate and monitor program development activities; establish and maintain ~~harmonious and~~ effective working relationships with clients, other employees and supervisors, community organizations ~~and representatives~~, the general public, the media, and state and federal agencies; communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds; maintain confidentiality of restricted information; ~~ability to~~ use computerized equipment; analyze program alternatives to evaluate program effectiveness, cost benefit, and likelihood of success; make oral and written presentations to diverse groups and organizations ~~of various size~~; establish, organize, and manage departmental files; prepare clear and concise written reports.

Minimum Qualifications

Education and Experience: Any combination of education and ~~or training~~ work experience which would provide an opportunity to acquire the knowledge and abilities listed herein. Normally, this would include ~~possession of a baccalaureate~~ Bachelor's degree, or equivalent, ~~from an accredited college or university~~ with academic course-work in public administration, business administration, real estate, planning, urban studies, economics, or closely related ~~courses~~ fields, and three years of journey-level experience in housing and community development programs.

License: Possession of a valid driver's license at the appropriate level including necessary special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

Special Requirement Bilingual Designation: Designated positions may require the ability to speak, read, and write a language in addition to English.

EMPLOYMENT HOUSING COUNSELOR

Definition

Under general supervision ~~of the Leased Housing Manager,~~ provides assistance to housing program participants and landlords; determines the need for and provides social service referrals ~~needed by~~ for Housing Authority clients; has responsibility for an assigned caseload of clients working towards self-sufficiency; ~~and performs related duties as required.~~

Distinguishing Characteristics

Employment Housing Counselor is a journey-level classification responsible for performing ~~Positions allocated to this class are distinguished by the performance of~~ a wide variety of social work functions at the journey level. ~~Employees in this class work~~ with clients and cases covering a broad range of problems.

An employee in this class is an employee of the Sonoma County Community Development Commission, which is a separate entity from the County of Sonoma, and ~~is~~ not within the Sonoma County Civil Service System. This class is exempt from the Civil Service Rules of the County of Sonoma as stated in Section 5 of Ordinance No. 305-A, as amended.

Typical Duties

~~Important~~ Duties ~~may include, but are not limited to, the following:~~

Interviews clients to gather necessary data to provide a basis for evaluation of factors such as employability, motivation, and the level of service s needed.

Assesses and evaluates relevant data in order to determine the applicability of various social programs, and develops plans for applicants or clients.

Acts as an information and referral resource ~~to~~ for program participants, waiting list applicants, and the general public regarding the availability of local, state, and federal assistance programs.

Assesses the employment or training needs and potential of clients; assists clients ~~to~~ in overcome ing problems that prevent or limit obtaining employment or participating in training programs; and works with clients in setting goals ~~which~~ that will move them towards self-sufficiency.

Assesses problems that prevent Housing Authority clients from locating or maintaining adequate housing, and include case planning and management, and making appropriate referrals to service providers, ~~and assisting clients.~~

Assists clients in locating alternative living arrangements, such as care homes, when independent living is no longer appropriate.

Schedules and ~~P~~performs ~~minimal~~ habitation inspections ~~and~~; evaluates income to determine program eligibility and participation; and ensures units are maintained and meet safety standards according to federal Housing Quality Standards.

Makes periodic home visits to assess ~~if~~ whether self-sufficiency plans are being carried out.

Stays abreast of the local job market and employment trends.

Establishes and maintains professional working relationships with a variety of owners, property manager, estate agents, program case workers, and community members; responds to a variety of questions in a courteous manner; provides information within the area of assignment; and resolves complaints in an efficient and timely manner.

Prepares and maintains written case records, reports, and forms in ~~order to provide a revisable record and to conform to good~~ accordance with case-work best practices ~~as well as to satisfy and county local~~, state, and federal requirements.

Utilizes electronic data processing systems to ~~E~~enters and retrieves data ~~from electronic data processing systems to~~; conducts research into cases, establishes and updates information, generates documents and correspondence, and communicates with others.

May ~~supervise~~ serve as a lead and direct the day-to-day work of one or two support staff.

Performs related duties as assigned.

Knowledge and Abilities

Considerable knowledge of: the purpose and the processing of a diversity of forms and documents related to case management; English grammar, vocabulary, spelling, punctuation, and composition.

Working knowledge of: the basic principles and theories of sociology and psychology including abnormal psychology, human growth and development, and group and family dynamics; basic principles and techniques of interviewing and recording social case-work; basic principles of individual and group behavior; provisions of federal, state, and local welfare programs and the laws, rules, and regulations governing their applications; community organizations, resources, socio-economic conditions, and trends; basic mathematics.

Ability to: assess and evaluate data and develop an effective course of action; apply laws, rules, and regulations to program operations; interpret social service programs to applicants, recipients, and the public; make effective use of resources and services in the community; keep records and prepare reports; establish and maintain ~~harmonious and~~ effective working relationships with program clients, community groups, other employees, ~~and~~ supervisors, ~~staffs~~ representatives of other agencies, and the general public; communicate effectively

verbally and in writing with individuals from diverse socio-economic and cultural backgrounds; maintain confidentiality of restricted information; ~~ability to~~ use computerized equipment.

Minimum Qualifications

Education and Experience: Any combination of training education and work experience which would provide the opportunity to acquire the knowledge and abilities listed ~~above~~ herein. Normally, ~~graduation from college, with a~~ this would include an Associate, or equivalent, degree in social work, sociology, psychology, or other behavioral science.

Experience: Normally, and three years in vocational assessment and case management.

License: Possession of a valid driver's license at the appropriate level including necessary special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

Bilingual Designation: Designated positions may require the ability to speak, read, and write a language in addition to English.

HOUSING REHABILITATION SPECIALIST

Definition

Under general supervision, performs a variety of specialized and technically detailed assignments involved in the operation of federal, state, and local funded housing rehabilitation programs; [oversees assigned construction rehabilitation program and projects](#); participates in [the development of program policies and procedures](#); determines eligibility of property owners [to participate in the programs](#); prepares construction finance documents, plans, and specifications for building repairs; and performs inspections ~~and other related duties as required~~.

Distinguishing Characteristics

~~An employee in this~~ [Housing Rehabilitation Specialist](#) is [a journey-level classification, allocated solely to the Community Development Commission](#), responsible for the planning and development of assigned housing rehabilitation projects. [Incumbents are expected to act with considerable independence in the day-to-day conduct of program operations, consulting with Commission management on matters affecting policy determination.](#)

An employee in this class is an employee of the Sonoma County Community Development Commission, which is a separate entity from the County of Sonoma and is not within the Sonoma County Civil Service System. [This class is exempt from the Civil Service Rules of the County of Sonoma as stated in Section 5 of Ordinance No. 305-A, as amended.](#)

Typical Duties

~~Important~~ [Duties](#) *may include, but are not limited to, the following:*

Participates in planning and developing overall housing rehabilitation program policies and procedures; develops individual rehabilitation projects; advertises program to target areas, using appropriate media; may appear before various organizations and groups to discuss and explain the Sonoma County Housing Rehabilitation Programs.

Explains program details to clients, in some cases including non-English monolingual clients; processes client applications for loans and grants; determines eligibility of clients to participate in the program; consults with financial institutions, appraisers, and title companies when required.

Performs deficiency inspections of properties; consults with and advises property owners regarding needed repairs and their feasibility, including the type of materials to be used; consults with building inspection department to coordinate review of plans and specifications; makes preliminary estimates of costs of repairs; prepares plans and specifications for building

repairs; may also prepare plans including working drawings; maintains a list of qualified contractors, and prepares bid solicitations; participates in the review and evaluation of bids for presentation to owners for their selection of contractors.

Oversees assigned construction rehabilitation projects; ~~P~~prepares loan ~~and~~ grant documents; prepares contracts between contractors and property owners; reviews ~~with contractors-~~ ~~regarding~~ construction methods and materials with contractors; inspects work in progress and approves payments; responds to questions and concerns from property owners and contractors regarding the project; maintains accurate records of project progress.

~~Using a personal computer,~~ Utilizes electronic data processing systems to enter and retrieves data, establishes and updates information, conducts research into cases, generates documents and correspondence, and communicates with others.

Performs related duties as assigned.

Knowledge and Abilities

Considerable knowledge of: the purpose and processing of the variety of forms and documents related to construction finance contracts; English grammar, vocabulary, spelling, punctuation, and composition; housing rehabilitation principles, techniques, and terminology; principles of housing rehabilitation finance; tools, materials, practices, and techniques used in the building and construction trades.

Working knowledge of: the general provisions of the uniform building, housing, plumbing, electrical, and mechanical codes and ordinances, and related state and local codes and ordinances; modern building and construction methods and materials and their quality as it relates to state and ~~e~~County codes and ordinances; the use of computerized equipment and specific systems used within the ~~agency~~ Commission.

Knowledge of: laws, resolutions, and rules governing federally assisted housing programs.

Ability to: analyze the condition of property through on-site inspections; prepare plans and specifications for housing rehabilitation work; analyze housing rehabilitation finance alternatives in order to evaluate program effectiveness and cost benefits; read construction ~~plans and~~ blueprints, drawings, maps, and plans; establish and maintain ~~harmonious~~ effective working relationships with program clients, contractors, community groups, other employees, ~~staffs~~ representatives of other agencies, and the general public; communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds; maintain confidentiality of restricted information; manage time effectively; make oral and written presentations to diverse groups and organizations ~~of various sizes~~; ~~ability to~~ use computerized equipment.

Minimum Qualifications

Education and Experience: Any combination of education and work experience which would provide the opportunity to acquire the knowledge and abilities listed ~~above~~ herein. Normally, this would include the ability to read and write English and make basic arithmetic calculations at the level required for successful job performance and three years of full-time work experience as a licensed contractor ~~would provide such an opportunity.~~

License: Possession of a valid driver's license at the appropriate level including necessary special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

~~Special Requirement~~ Bilingual Designation: Designated positions may require the ability to speak, read, and write a language in addition to English.

OCCUPANCY SPECIALIST I

Definition

Under supervision, learns to perform a variety of specialized technical work related to the day-to-day administration of housing assistance programs, including assisting applicants of housing programs in finding and maintaining occupancy.

Distinguishing Characteristics

Occupancy Specialist I is the trainee/entry-level classification in the Occupancy Specialist series, allocated solely to the Community Development Commission, responsible for performing the less complex duties of the class, including assisting the public and maintaining department files and records. More complex tasks are assigned as part of ongoing training to prepare for higher-level classification placement. Incumbents are rotated among a variety of assignments, if feasible.

Occupancy Specialist I is distinguished from the next higher classification of Occupancy Specialist II in that the latter is the journey level responsible for performing the full range of duties assigned to the classification under general supervision. This class is further distinguished from the higher level classification of Lead Occupancy Specialist in that the latter functions in a lead capacity and is responsible for training, monitoring, and assisting in the assignment of work for Occupancy Specialist.

Occupancy Specialist I is alternately staffed with the journey level Occupancy Specialist II classification. Incumbents are expected to advance to the Occupancy Specialist II after gaining experience, demonstrating proficiency, and consistently performing work that meets the qualifications and scope of the higher level classification.

An employee in this class is an employee of the Sonoma County Community Development Commission which is a separate entity from the County of Sonoma and not within the Sonoma County Civil Service System. This class is exempt from the Civil Service Rules of the County of Sonoma as stated in Section 5 of Ordinance No. 305-A, as amended.

Typical Duties

Incumbents in this entry-level classification learn to perform duties and then perform them with increasing independence. Duties include, but are not limited to, the following:

Interviews individuals applying for assistance to obtain and verify information required to determine program eligibility; maintains a caseload; completes annual and interim re-certifications of eligibility.

Evaluates information obtained from applicants, program participants, and other sources against regulations to determine eligibility and continued assistance; prepares necessary

eligibility verifications for accurate financial information, including income, debt, mortgage information, and property ownership; initiates requests for information related to eligibility determinations from outside sources such as employers, insurance companies, banks, other County departments, and other agencies.

Assists the public in person or by phone by answering inquiries related to program services, applicable regulations, rules, policies, procedures, status of eligibility, client rights and responsibilities, and proper completion of forms and documents.

Explains policies and regulations, including changes regarding admission requirements, selection of tenants, occupancy standards, assistance payment reporting requirements, housekeeping, and other responsibilities to applicants and tenants; provides general information to property owners and refers, if necessary, to appropriate staff.

Conducts interviews of individuals or applicants; assists in conducting briefings for groups and organizations.

Completes client port-ins, including reviewing materials received from previous housing authority; contacts client to schedule appointments and review information needed for appointments; performs intake appointment, collects paperwork, and issues vouchers; logs information into computer system.

Completes client port-outs, including sending out portability form to client, processing information in computer system, and printing out packets.

Reviews, compiles, and assembles a variety of information from Commission files, records, and regulations in response to inquiries for general or technical information; prepares a variety of informational materials; generates documents and correspondence; assists in the preparation of analytical studies and detailed reports.

Establishes, maintains, and revises department files in accordance with managerial requests.

Establishes and maintains professional working relationships with a variety of County employees, co-workers, and other community resources; assists in coordinating services of the Commission with other agencies.

Communicates both orally and in writing with clients and others related to initial and ongoing eligibility determination while maintaining confidentiality; provides pertinent forms and pamphlets to clients as required.

Reviews diverse information for completeness, relevance, accuracy, and conformance to written and oral instructions; follows up on apparent discrepancies.

Utilizes electronic data processing systems to enter and retrieve data, conduct research into cases, establish and update information, generate documents and correspondence, and communicate with others.

Performs related duties as assigned.

Knowledge and Abilities

Knowledge of: basic mathematics; English grammar, vocabulary, spelling, punctuation, and composition; methods and techniques used in researching, proofing, evaluating, and gathering information; customer service methods and techniques; organizing and presenting data in a report format to the public; the purpose and processing of a diversity of forms and documents related to federally assisted housing programs; the use of computerized equipment and specific systems used within the Commission; applicable policies, procedures, and regulations.

Ability to: follow oral and written instructions; establish, organize, revise, and maintain program and project files; establish and maintain effective working relationships with clients, other employees, supervisors, community organizations, and the general public; analyze situations and adopt effective courses of action within established procedures; communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds; learn and perform assigned technical tasks and routines; maintain confidentiality of restricted information; maintain records and prepare reports or correspondence; use electronic information equipment and Commission specific systems; enter data accurately; work independently in performing assignments and in resolving problems within established procedures; function effectively in a system with strict guidelines and constant changes; monitor standard contracts for service, including processing reimbursement requests; effectively organize and manage assigned workload.

Minimum Qualifications

Education and Experience: Any combination of education and work experience which would provide an opportunity to acquire the knowledge and abilities listed herein. Normally, this would include academic coursework in public administration, business, accounting, or related fields and one year of work experience performing responsible clerical or general administrative support duties.

License: Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

Bilingual Designation: Designated positions may be required the ability to speak, read, and write a language in addition to English.

OCCUPANCY SPECIALIST II

Definition

Under general supervision, performs a variety of specialized technical work related to the day-to-day administration of housing assistance programs, including assisting applicants of housing programs in finding and maintaining occupancy.

Distinguishing Characteristics

Occupancy Specialist II is the journey level classification in the Occupancy Specialist series, allocated solely to the Community Development Commission, responsible for performing the full range of duties related to assisting the public and maintaining department files and records. Incumbents are rotated among a variety of assignments, if feasible.

Occupancy Specialist II is distinguished from the next lower level classification of Occupancy Specialist I in that the latter is the trainee/entry level class responsible for performing the less complex duties of the class, including assisting the public and maintaining department files and records. This class is further distinguished from the next higher level of Lead Occupancy Specialist in that the latter functions in a lead capacity and is responsible for training, monitoring, and assisting in the assignment of work for Occupancy Specialist.

Occupancy Specialist II is alternately staffed with the trainee/entry-level Occupancy Specialist I classification.

An employee in this class is an employee of the Sonoma County Community Development Commission which is a separate entity from the County of Sonoma and not within the Sonoma County Civil Service System. This class is exempt from the Civil Service Rules of the County of Sonoma as stated in Section 5 of Ordinance No. 305-A, as amended.

Typical Duties

Duties include, but are not limited to, the following:

Interviews individuals applying for assistance to obtain and verify information required to determine program eligibility; maintains a caseload; completes annual and interim recertifications of eligibility.

Evaluates information obtained from applicants, program participants, and other sources against regulations to determine eligibility and continued assistance; prepares necessary eligibility verifications for accurate financial information, including income, debt, mortgage information, and property ownership; initiates requests for information related to eligibility determinations from outside sources such as employers, insurance companies, banks, other County departments, and other agencies.

Assists the public in person or by phone by answering inquiries related to program services, applicable regulations, rules, policies, procedures, status of eligibility, client rights and responsibilities, and proper completion of forms and documents.

Explains policies and regulations, including changes regarding admission requirements, selection of tenants, occupancy standards, assistance payment reporting requirements, housekeeping, and other responsibilities to applicants and tenants; provides general information to property owners and refers, if necessary, to appropriate staff.

Conducts interviews of individuals or applicants; assists in conducting briefings for groups and organizations.

Completes client port-ins, including reviewing materials received from previous housing authority; contacts client to schedule appointments and review information needed for appointments; performs intake appointment, collects paperwork, and issues vouchers; logs information into computer system.

Completes client port-outs, including sending out portability form to client, processing information in computer system, and printing out packets.

Reviews, compiles, and assembles a variety of information from Commission files, records, and regulations in response to inquiries for general or technical information; prepares a variety of informational materials; generates documents and correspondence; assists in the preparation of analytical studies and detailed reports.

Establishes, maintains, and revises department files in accordance with managerial requests.

Establishes and maintains professional working relationships with a variety of County employees, co-workers, and other community resources; assists in coordinating services of the Commission with other agencies.

Communicates both orally and in writing with clients and others related to initial and ongoing eligibility determination while maintaining confidentiality; provides pertinent forms and pamphlets to clients as required.

Reviews diverse information for completeness, relevance, accuracy, and conformance to written and oral instructions; follows up on apparent discrepancies.

Utilizes electronic data processing systems to enter and retrieve data, conduct research into cases, establish and update information, generate documents and correspondence, and communicate with others.

Performs related duties as assigned.

Knowledge and Abilities

Knowledge of: basic mathematics; English grammar, vocabulary, spelling, punctuation, and

composition; methods and techniques used in researching, proofing, evaluating, and gathering information; customer service methods and techniques; organizing and presenting data in a report format to the public; the purpose and processing of a diversity of forms and documents related to federally assisted housing programs; the use of computerized equipment and specific systems used within the Commission; applicable policies, procedures, and regulations.

Ability to: follow oral and written instructions; establish, organize, revise, and maintain program and project files; establish and maintain effective working relationships with clients, other employees, supervisors, community organizations, and the general public; analyze situations and adopt effective courses of action within established procedures; communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds; perform assigned technical tasks and routines; maintain confidentiality of restricted information; maintain records and prepare reports or correspondence; use electronic information equipment and Commission specific systems; enter data accurately; work independently in performing assignments and in resolving problems within established procedures; function effectively in a system with strict guidelines and constant changes; monitor standard contracts for service, including processing reimbursement requests; effectively organize and manage assigned workload.

Minimum Qualifications

Education and Experience: Any combination of education and work experience which would provide an opportunity to acquire the knowledge and abilities listed herein. Normally, this would include academic coursework in public administration, business, accounting, or related fields and one year of work experience equivalent to performing duties as an Occupancy Specialist I.

License: Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

Bilingual Designation: Designated positions may be required the ability to speak, read, and write a language in addition to English.

LEAD OCCUPANCY SPECIALIST

Definition

Under direction, performs a variety of specialized technical work related to the day-to-day administration of housing assistance programs, including assisting applicants of housing programs find and maintain occupancy.

Distinguishing Characteristics

This is the advanced journey/lead level classification within the Occupancy Specialist series, allocated solely to the Community Development Commission, responsible for performing the most complex duties related to the day-to-day administration of housing assistance programs as well as for training, monitoring, and assigning work to Occupancy Specialist staff.

An employee in this class is an employee of the Sonoma County Community Development Commission which is a separate entity from the County of Sonoma and not within the Sonoma County Civil Service System. This class is exempt from the Civil Service Rules of the County of Sonoma as stated in Section 5 of Ordinance No. 305-A, as amended.

Typical Duties

Duties include, but are not limited to, the following:

Assigns, plans, trains, and reviews the work of staff responsible for assisting applicants of housing programs in finding and maintaining occupancy.

Participates in performing the most complex work of the unit, including overseeing the most difficult caseloads and conducting the weekly mover briefings; acts as technical resources for staff within areas of assignment.

Verifies the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications; ensures adherence to safe work practices and procedures.

Responds to a variety of questions and clarifications of procedures, policies, and regulations from staff.

Oversees and participates in interviewing applicants to obtain and verify information required to determine program eligibility; maintains a caseload; completes annual and interim re-certifications of eligibility.

Oversees and participates in evaluating information obtained from applicants, program participants, and other sources against regulations to determine eligibility and continued assistance; prepares necessary eligibility verifications for accurate financial information,

including income debt, mortgage information, and property ownership; initiates requests for information related to eligibility determinations from outside sources such as employers, insurance companies, banks, other County departments, and other agencies.

Assists the public in person or by phone by answering inquires related to program services, applicable regulations, rules, policies, procedures, status of eligibility, client rights and responsibilities, and proper completion of forms and documents.

Oversees and participates in explaining policies and regulations, including changes regarding admission requirements, selection of tenants, occupancy standards, assistance payment reporting requirements, housekeeping, and other responsibilities to applicants and tenants; provides general information to property owners and refers, if necessary, to appropriate staff.

Oversees and participates in conducting interviews of individuals or applicants; conducts briefings for groups and organizations.

Completes client port-ins, including reviewing materials received from previous housing authority; contacts client to schedule appointments and review information needed for appointments; performs intake appointment, collects paperwork, and issues vouchers; logs information into computer system.

Completes client port-outs, including sending out portability form to client, processing information in computer system, and printing out packets.

Reviews, compiles, and assembles a variety of information from Commission files, records, and regulations in response to inquiries for general or technical information; prepares a variety of informational materials; generates documents and correspondence; assists in the preparation of analytical studies and prepares detailed reports.

Establishes, maintains, and revises department files in accordance with managerial requests.

Establishes and maintains professional working relationships with a variety of County employees, co-workers, and other community resources; assists in coordinating services of the Commission with other agencies.

Communicates both orally and in writing with clients and others related to initial and ongoing eligibility determination while maintaining confidentiality; provides pertinent forms and pamphlets to clients as required.

Reviews diverse information for completeness, relevance, accuracy, and conformance to written and oral instructions; follows up on apparent discrepancies.

Utilizes electronic data processing systems to enter and retrieve data, conduct research into cases, establish and update information, generate documents and correspondence, and communicate with others.

Performs related duties as assigned.

Knowledge and Abilities

Knowledge of: principles of the organization and review of work and training; basic mathematics; English grammar, vocabulary, spelling, punctuation, and composition; methods and techniques used in researching, proofing, evaluating, gathering information; customer service methods and techniques; organizing and presenting data in a report format to the public; the purpose and processing of a diversity of forms and documents related to federally assisted housing programs; the use of computerized equipment and specific systems used within the Commission; applicable policies, procedures, and regulations.

Ability to: lead, organize, and review the work of staff; interpret, explain, and enforce department policies and procedures; follow oral and written instructions; establish, organize, revise, and maintain program and project files; establish and maintain effective working relationships with clients, other employees, supervisors, community organizations, and the general public; analyze situations and adopt effective courses of action within established procedures; communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds; perform assigned technical tasks and routines; maintain confidentiality of restricted information; maintain records and prepare reports or correspondence; use electronic information equipment and Commission specific systems; enter data accurately; work independently in performing assignments and in resolving problems within established procedures; function effectively in a system with strict guidelines and constant changes; monitor standard contracts for service, including processing reimbursement requests; effectively organize and manage assigned workload.

Minimum Qualifications

Education and Experience: Any combination of education and work experience which would provide an opportunity to acquire the knowledge and abilities listed herein. Normally, this would include academic coursework in public administration, business, accounting, or related fields and two years of work experience equivalent to performing duties as an Occupancy Specialist II.

License: Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

Bilingual Designation: Designated positions may be required the ability to speak, read, and write a language in addition to English.

HOUSING AUTHORITY COMPLIANCE COORDINATOR

Definition

Under direction, ensures the housing authority is in compliance with federal rules and regulations in the areas of eligibility and inspections for its rental assistance programs; trains both in-house and contract staff; and may evaluate and supervise the work of staff performing specialized technical work related to the day-to-day administration of housing assistance programs.

Distinguishing Characteristics

Housing Authority Compliance Coordinator is a supervisory classification, allocated solely to the Community Development Commission, responsible for ensuring the Housing Authority is compliant with federal rules and regulations, and supervising lower level program and general support staff.

Housing Authority Compliance Coordinator is distinguished from the Housing Authority Manager in that the latter has broad managerial responsibility for the administration of Housing Authority programs, while the Housing Authority Compliance Coordinator is more focused on ensuring compliance with federal rules and regulations.

An employee in this class is an employee of the Sonoma County Community Development Commission which is a separate entity from the County of Sonoma and not within the Sonoma County Civil Service System. This class is exempt from the Civil Service Rules of the County of Sonoma as stated in Section 5 of Ordinance No. 305-A, as amended.

Typical Duties

Duties include, but are not limited to, the following:

Oversees the Section Eight Management Assessment Program (SEMAP) including auditing, monitoring, and compiling data for submission to ensure compliance with federal rules and regulations.

Responds to a variety of questions from housing authority staff, participants, owners, and community-based organizations regarding housing authority program rules and regulations; resolves complaints as necessary.

Researches, analyzes, and compiles a variety of reports for the Housing Authority Manager and other staff in order to ensure compliance with federal rules and regulations.

Selects, trains, and supervises staff; assigns and reviews work; establishes performance standards and evaluates work; takes disciplinary action as needed.

Files Multi-family Tenant Characteristics System (MTCS) data, analyzes data, and redirects errors to the appropriate staff to correct.

Performs a variety of duties related to eligibility of tenants and informal hearings, including analyzing files for program violations, writing letters, scheduling informal hearings, approving documentation, writing scripts, and presenting information at informal hearings.

Conducts housing briefings, including presenting program rules and regulations to new applicants, issuing vouchers, and answering questions.

Utilizes electronic data processing systems to enter and retrieve data, conducts research into cases, establishes and updates information, generates documents and correspondence, and communicates with others.

Performs related duties as assigned.

Knowledge and Abilities

Considerable knowledge of: federal housing programs rules and regulations; English grammar, vocabulary, spelling, punctuation, and composition.

Working knowledge of: the use of computerized equipment and specific systems used within the Commission; principles and practices of employee management, supervision, and training, including instructional methods and techniques; methods and techniques used in researching, proofing, evaluating, gathering, and extracting data and information; organizing and presenting data in a report format to the public; basic mathematics; the purpose and processing of a diversity of forms and documents related to federally assisted housing programs.

Ability to: evaluate and monitor program development activities; establish, organize, revise, and maintain program and project files; establish and maintain effective working relationships with clients, other employees, supervisors, community organizations, and the general public; analyze situations and adopt effective courses of action within established procedures; communicate effectively verbally and in writing with individuals from diverse socio-economic and cultural backgrounds; maintain records and prepare reports or correspondence; use electronic information equipment and department-specific systems; enter data accurately; maintain confidentiality of restricted information; work independently in performing assignments and in resolving problems within established procedures; function effectively in a system with strict guidelines and constant changes; make oral and written presentations to groups and organizations of various size; effectively organize and manage assigned workload.

Minimum Qualifications

Education and Experience: Any combination of education and work experience which would provide an opportunity to acquire the knowledge and abilities listed herein. Normally, this would include academic coursework in public administration, business, accounting, or related

fields and three years of experience in housing and community development programs.

License: Possession of a valid driver's license at the appropriate level including special endorsements, as required by the State of California, may be required depending upon assignment to perform the essential job functions of the position.

Bilingual Designation: Designated positions may be required the ability to speak, read, and write a language in addition to English.