

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3850 **TITLE:** HOUSING SERVICES SPECIALIST III **GRADE:** S-23

DEFINITION:

Under general supervision, uses specialized housing skills, management knowledge and a high degree of initiative and independence in providing supervision of professionals performing two or more of the following functions within the Public Housing and Rental Programs or the Section 8 Program: occupancy, property management, inspection, and/or contract administration; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

Positions allocated to this class supervise a group of Housing Services Specialists performing a variety of work within a multi-faceted Section 8 or Public Housing program.

ILLUSTRATIVE DUTIES:

Performs quality control audits and inspections;
Handles difficult clients/complaints and emergency situations;
Prepares and presents management reports;
Participates in the development of policies, procedures and budgets for current and new programs;
Instructs staff in the interpretation and enforcement of tenant-landlord regulations and compliance with federal, state and local housing related laws and regulations;
Assigns caseloads and reviews work of staff;
Reviews and approves Housing Assistance Payment requests;
Assists in the development and implementation of outreach programs;
Makes presentations to landlords, related industries, firms and the public at large;
Writes or assists in writing grant proposals;
Provides a liaison with other County agencies for interagency programs;
Acts in the absence of the Program Supervisor; and
May supervise support personnel.

As a Supervisor Within the Public Housing and Rental Programs

Supervises the work of professional staff responsible for occupancy and property management work within the Public Housing and Fairfax County Rental Programs, which consists of over 650 housing units;
Serves as a hearing officer at first-level, informal hearings for tenants who have allegedly
Supervises the work of staff responsible for evening and weekend security reviews; and
Supervises lease termination process, monitors delinquent accounts and initiates legal action when necessary.

As Property Manager of Federally-Subsidized Section 236 Properties

Supervises waiting list management, tenant interviewing, selection and orientation, interim and annual tenant recertification and rent determination;
Oversees applicant and tenant conferences and grievances;
Investigates and takes action against fraud;
Recommends eviction actions, works with attorneys and testifies in court when necessary;
Coordinates and provides a point of contact for government and limited partner property inspections and audits;
Working with other County agencies (FCPS, Police and Fire Departments, Office for Children, Recreation, etc.), civic and church organizations, plans and oversees development of resident and community relations, self-sufficiency and crime prevention programs;
Prepares Housing Assistance Payment requests;
Administers/monitors contract property improvements, grounds keeping, painting, extermination, major repair work, moving, custodial services and fire extinguisher maintenance/replacement services and;
Oversees the work of lower level staff and/or private companies managing scattered properties.

As a Section 8 Program Supervisor

Supervises occupancy, inspection, and contract administration work for existing and/or new construction and moderate rehabilitation Section 8 Program units/projects;
Supervises the work of professional staff responsible for 600 to 1,000 units of Section 8 Rental Assistance;
Serves as a Public Housing hearing officer and a Section 8 hearing observer; and
May oversee the inspection function, and investigate and document incidents of alleged program abuse/fraud, and bring such cases to closure through hearings.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Extensive knowledge of, and ability to interpret, implement and explain federal, state and local housing assistance regulations;
Understanding of the issues involved with the tenant pool served;
Knowledge of human services facilities and programs available to County residents;
Knowledge of security issues involved with public housing;
Effective oral and written communication skills, including public speaking skills;
Effective supervisory and training skills;
Negotiation skills;
Investigation and fraud detection skills;
Ability to plan and supervise the work of others;
Ability to establish and maintain effective, cooperative working relationships with tenants and professionals in the residential, business and human services communities;
Ability to meet deadlines;
Ability to evaluate bids and monitor contractors;

Ability to utilize word processing and spreadsheet software.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to:
Graduation from an accredited four-year college or university with a bachelor's degree in sociology, psychology, public administration or a related field; PLUS
Four years of experience in the field of human relations, Section 8, or property management.

CERTIFICATES AND LICENSES REQUIRED:

Certification as a Public Housing Manager within one year of employment may be required for some positions, depending upon area of assignment.

Contingent upon area of assignment, some positions within this class may require certification as a Housing Credit Certified Professional- Low Income Housing Tax Credit Certification Specialist.

Possession of a valid Motor Vehicle Driver's License may be required for some positions, depending upon area of assignment.

REVISED: January 17, 2014
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