

## PROGRAM SERVICES SPECIALIST

GENERAL STATEMENT OF DUTIES: Under direction, performs general clerical duties as well as duties related to eligibility and implementation of a homeowner rehabilitation program, including screening of applicants for the program. Work is performed under general supervision and guidance may be given by the Housing Rehabilitation Specialist III.

STATEMENT OF TASKS:

Reviews legal documents connected with proof of personal identification, home ownership, insurance, taxes and general income documentation;  
Researches tax delinquency status of applicant property;  
Collect property appraisal information to assist in determining estimates of value for applicant properties;  
Collect applicant credit information from subscription reporting services;  
Prepares contracts and closing documentation for homeowners and contractors;  
Prepares and maintains required reports and records;  
Act as the initial point of contact and provides eligibility guidance for homeowners interested in the Genesee County Home Improvement Program;  
Processes legal documents, technical reports, contracts, records of mortgages, assignments;  
Screens visitors, telephone calls and incoming mail, personally answering those inquiries which do not require that attention of a supervisor;  
Performs general data input and word processing functions of the department;  
Complete requisitions, vouchers and other forms;  
Takes and transcribes minutes and compiles agendas for departmental committees and meetings;  
Sets up and confirms appointments and meetings;  
Services at counter helping the public and giving out required information, receiving payments and issuing receipts;  
Establishes and maintains files for departmental programs, files and records information in accordance with established procedures;  
Participates in staff development and training activities related to program responsibilities;  
Performs related duties as required.

The class specification above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of simple contracts;  
Knowledge of tax delinquency research, property appraisal and credit reporting services;  
Knowledge of local home rehabilitation services;  
Ability to establish and maintain a good working relationship with clients, the public and other employees;  
Good knowledge of office terminology, procedures, equipment, business mathematics and English;  
Ability to understand and follow complex oral and written direction;  
Ability to prepare reports from complex clerical records;  
Ability to make decisions in accordance with laws, ordinances, regulations and established procedures;  
Ability to take notes of meetings and retain general meaning;  
Ability to operate a computer and word processing equipment;  
Ability to use judgment, tact and courtesy;  
Ability to attend work regularly and work under stressful conditions;

MINIMUM QUALIFICATIONS:

Four (4) years clerical experience **-AND-** four (4) years' experience in home rehabilitation services in the Genesee County Metropolitan Planning Commission.

  
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Human Resources Director

Established: April 1, 2020