

**COMMUNITY DEVELOPMENT DEPARTMENT  
PLANNING DIVISION  
HOUSING AND COMMUNITY DEVELOPMENT (HCD) TECHNICIAN I**

**GENERAL DUTIES:** Under direct supervision of the Housing and Community Development Grant Coordinator, perform a variety of responsible clerical, technical and paraprofessional activities that support the Community Development Program in Gilroy, particularly housing programs and Community Development Block Grant programs. The HCD Technician I is the entry level position in this job series and with experience, training, and strong job performance the incumbent can advance to the HCD Technician II classification.

**GENERAL REQUIREMENTS:**

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regards to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens, and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic, and sexual differences of others, and avoids derogatory statements regarding these differences.

**ILLUSTRATIVE EXAMPLES OF WORK:**

1. Evaluate and assess priority of correspondence received; prepare and/or type letters, legal documents, finance reports, case histories, bills, payment requests, databases, and spreadsheets.
2. Process, create, follow-up and track a variety of documents, forms, and reports related to assigned HCD functions.
3. Maintain detailed files, notes, records, and information regarding City loan programs and funded subrecipients, some of which are confidential; provide data related to subrecipients to HCD Coordinator for local and federal reporting.

4. Monitor subrecipients, receive, process, deposit and account for loan payments and pay-offs; determine eligibility and prepare payment requests for clients, subrecipients, and contractors when appropriate.
5. Responsible for outreach campaigns to recruit HCD clients for the Homebuyer Assistance Workshop, Home Access Program, the Neighborhood Academy, Citizens Advisory Committee, public meetings; publicize legal notices for Action Plans, CAPER's and Consolidated Plans.
6. Responsible for the application and intake process for the Home Access Program and CDBG/HTF RFP; provide ongoing technical assistance to subrecipients with regard to interpretation of HUD rules, regulations, City contracts, and policies and procedures as they apply to assigned duties.
7. Provide factual information and technical assistance to subrecipients, loan recipients, contractors and clients to ensure compliance with HCD and HTF requirements.
8. Research information regarding all HCD program guidelines to assist employees and the public in understanding the housing programs offered and provide referrals in a courteous and professional manner.
9. Process, follow-up and track a variety of contracts, required documents, publications, recorded documents, work orders, purchase orders, requisitions, loan payoff requests, reconveyance documents, and other forms.
10. Collect and assemble pertinent budget information from subrecipients and income information from lendees to determine eligibility,; review contracts, benchmarks, reimbursement requests, and subrecipient's and contractor's performance to ensure contract compliance based on HUD requirements; monitor expenditures and quarterly report data; make recommendations to assist subrecipients and contractors in reaching their service benchmarks.
11. Prepare, update, proof-read, and analyze a variety of reports, data and documents to ensure information is accurate, requiring the use of mathematical calculations; compile data from quarterly reports for local and federal reports, and reconcile invoices to general ledger, prepare journal entries, and answer budget related questions.
12. Collect and track loan payments; maintain detailed files for subrecipients, contractors, and loan clients, including proof of required insurance; contact clients to resolve concerns such as loan delinquencies.
13. Prepare correspondence in English and Spanish, reports, forms, and specialized tracking documents related to housing, Community Development Block Grant, NRSA, and HTF programs from draft notes, brief instruction, or independently using a computer; research and respond to all inquiries via telephone, email or by mail.
14. Act as liaison/mediator in resolving subrecipient complaints/problems between HCD, contractors and clients regarding the Home Access Program.
15. Proofread and edit typed materials for accuracy and completeness in English and Spanish.

16. Translate documents and materials from English to Spanish and communicate with clients and others in Spanish as mandated by HUD.
17. Attend meetings and participate in training sessions and enrichment programs.
18. Perform related duties as required such as becoming familiar with HUD manuals, determining level of environmental review for a project, interpreting rules and regulations, contracts, policies, procedures, and applying them in the performance of the assigned job responsibilities.

**REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:**

**SKILLS:**

1. Basic arithmetic.
2. Establish and maintain record keeping and filing systems.
3. Operate a personal computer, typewriter, calculator or adding machine, telephone, laser jet printer, fax machine, and other office machines.
4. Customer service techniques.
5. Answer inquiries and provide factual, technical information regarding HCD programs.
6. Organize, prioritize, and follow-up on work assignments as required.
7. Efficiently coordinate multiple projects under the pressure of deadlines.
8. Use initiative and judgment within established guidelines.
9. Keyboard accurately at a rate of 50 net words per minute.
10. Personal computer operation and word processing application.
11. Communicating in Spanish.

**KNOWLEDGE:** Knowledge of:

1. Modern office practices, methods and equipment, including computers, word processing and spreadsheet software applications.
2. Business English, grammar, spelling and punctuation, four-function mathematics.
3. Record keeping and filing practices.
4. Financial record keeping principles and practices.

5. Housing and Community Development Block Grant programs.
6. Basic contract administration principles and practices.
7. Challenges faced by low-income communities.

**ABILITIES:** Ability to:

1. Do arithmetic calculations.
2. Communicate effectively and tactfully with the public.
3. Understand and apply Housing and Community Development Block Grant programs and regulations.
4. Analyze technical issues, and develop and propose recommendations for appropriate action.
5. Maintain accurate records; audit and verify information; compile and reconcile numerical and financial data; learn basic methods and techniques of statistical analysis.
6. Learn more complex principles, practices, techniques and regulations pertaining to assigned duties.
7. Prepare clear and concise written reports.
8. Work well in a position of high volume public interaction.
9. Establish and maintain good working relations with co-workers and the public.
10. Prepare and update a variety of detailed reports and documents.
11. Use initiative and sound judgment within established guidelines.
12. Speak and write Spanish fluently; translate technical documents from English to Spanish; translate technical language from English to Spanish for oral translations.

**MACHINES/TOOLS/EQUIPMENT UTILIZED:**

Typical office and field environments include the following:

1. Computer, keyboard and monitor
2. LaserJet or ink jet printer
3. Telephone or headset
4. Copier
5. Calculator
6. 10-key adding machine
7. Facsimile machine
8. Typewriter
9. Postage meter and scale

10. Polaroid or digital camera
11. Presentation equipment, microphones, easels, overhead projectors, etc.
12. Specialized computer software
13. Automobile, utility truck or van

**PHYSICAL DEMANDS:**

Under typical office or field conditions, employee will perform the following physical activities which include handling files, books, binders, and boxes of work-related material:

1. Sitting, for prolonged periods of time attending meetings or working at the computer.
2. Walking, during site visits, inspections, enforcement activities, etc.
3. Standing, during Council meetings or other public presentations, for up to an hour.
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling
10. Lifting up to 25 lbs.
11. Driving
12. Speed, in meeting deadlines and in using office equipment.

**SENSORY DEMANDS:**

Under typical office or field conditions, employee utilizes these senses while using a computer, typewriter, telephone, fax machine, copier, adding machine, postage meter and scale, camera, microphone, overhead projector, easel, or automobile. All senses are used in the field during site visits and inspections:

1. Seeing
2. Speaking/Hearing
3. Touching
4. Smelling

**ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:**

**Office Conditions:**

1. **Indoors:** Typical office conditions, over 75% of the time.
2. **Flooring:** Low level carpeting, linoleum, tile, wood, and some exposure to asphalt.
3. **Noise Level:** Conducive to office settings with phones, copiers, faxes, or typewriters.
4. **Lighting:** Conducive to normal office setting.
5. **Ventilation:** Provided by central heating and air conditioning.
6. **Dust or Fumes:** Normal, indoor levels associated with dust and odors from paper, blueprints, ink pens, copy machines, or other office-related equipment.

**Field Conditions:**

1. Outdoors: Typical field conditions during site visits and inspections, less than 5% of the time.
2. Travel: Under varying conditions via automobile or plane, less than 20% of the time.
3. Flooring: Asphalt, grass, dirt, wood, carpeting, linoleum, tile, uneven surfaces, etc.
4. Noise Level: Minimal to low levels during site visits or inspections.
5. Lighting: Normal outdoor conditions, with some exposure to extreme weather conditions.
6. Ventilation: Heating and air conditioning provided by vehicle.
7. Dust or Fumes: Normal outdoor levels associated with construction and inspection activities.

**HAZARDS:**

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, radio, microphone, overhead projector, etc.

When working or traveling in the field, there is some exposure to mechanical hazards while utilizing a vehicle or when visiting a site during inspection and construction activities.

**ATMOSPHERIC CONDITIONS:**

Minimal exposure to fumes occurs in the field, as well as in a typical office environment. Office exposure to fumes or gases may occur due to the use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

**REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:**

1. Graduation from high school or GED. An AA degree is desired.
2. Three years of responsible office administrative experience in a public or non-profit agency working with low-income families. Additional education may substitute for up to two years of the required experience with two years of college coursework being equal to one year of work experience.
3. Familiarity with the functions and procedures of a municipal program in the areas of housing, Community Development Block Grant, or other federal, state or local grants targeted to low income communities is highly desired.
4. Keyboarding speed of 50 net words per minute.
5. Bilingual English/Spanish is required.
6. Pass a post-offer medical examination, which includes a drug test.
7. Possess and maintain and valid California Driver License and a safe driving record necessary to operate assigned vehicle(s).
8. Pass a Department of Justice criminal record check for employment.

9. Prefer non-tobacco user.