



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 844.2

Job Title: **RELOCATION COUNSELOR**

Pay Grade: 15

GENERAL SUMMARY:

Assists individuals, families and/or businesses, displaced as a result of federally funded acquisition/rehabilitation projects, in relocating to new sites.

RESPONSIBILITIES:

- Informs displaced residents/business owners of services available through the relocation program.
- Surveys displacee's socio-economic needs for relocation purposes.
- Investigates displacee's preferred neighborhood to locate acceptable site and discusses purchase/rental specifics with displacee.
- Serves as liaison between displacee and the city to facilitate entry into the relocation program.
- Contacts real estate agencies, mortgage and title companies and other agencies as needed to facilitate purchase or lease of replacement property.
- Prepares and submits necessary forms and documentation to secure relocation payments.
- Maintains files on each displacee and documents all services and payments.
- Informs displacees of housing discrimination laws and outside agencies for necessary support services and counseling.
- Provides referrals for available services.

SPECIFICATIONS:

KNOWLEDGE:

Requires an Associate's degree in Real Estate, Business Administration or related field.

EXPERIENCE:

One year of experience in real estate or a closely related field is required.

COMPLEXITY:

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

SPECIFICATIONS: (continued)

IMPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction requires considerable tact and cooperation involving somewhat sensitive issues or problems.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:

Requires the ability to make simple gross motor responses within large tolerances.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Relocation Counselor

*Effective: October 1990
Revised: November 1995*