



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 826.3

Job Title: **HOUSING COUNSELOR**

Pay Grade: 16

GENERAL SUMMARY:

Informs, counsels and provides technical support to those interested in securing home loan or rehabilitation funds through public loans or grants, filing housing discrimination complaints, or obtaining rental housing assistance.

RESPONSIBILITIES:

- Disseminates information to callers and visitors regarding issues such as housing discrimination, public home loan or grant programs, public housing, rent subsidy payments, and relocation assistance.
- Interviews clients; processes applications and/or complaints; determines eligibility for services, loans, and subsidies.
- Maintains client records, including legal documents, investigation findings, and counselor recommendations.
- Processes loan packages.
- Prepares cases for review, settlement, closing, or other appropriate action.
- Provides client with referrals to community service/counseling organizations as needed.
- Monitors case progress and resolves problems.

SPECIFICATIONS:

KNOWLEDGE:

An Associate's degree in Business Administration, Finance, or a related field is required.

EXPERIENCE:

One year of experience in business administration, finance, public administration, real estate or a related field is required.

COMPLEXITY:

Work consists of standard procedures and tasks where analytic ability is required in following guidelines, policies and precedents.

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.

SPECIFICATIONS: (continued)

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 no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

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:

Housing Counselor

Effective: October 1990

Revised: February 1994