

## JOB DESCRIPTION

BCGEU

1. Position No. 22093, 80032, 80686, 81258, 81261, 22183, 22194, 22196, 80304, 80321, 81260, 81297, 81304, 22004, 80065, 80225, 80909, 80911, 81295, 80355, 80692, 80915, 81060, 80178, 22059, 80179, 80322, 80216, 22056, 22076, 22186, 80303, 80919, 81302, 22034, 22102, 22184, 80302, 80176, 80125, 81259, 81390, 80560, 80694	2. Descriptive Working Title  Applications Assistant		3. Present Classification  CK IV
4. Department  Applicant Services	5. Branch/Section  Operations	6. Proposed Classification	Date  Revised September 2020
7. Position No. of Supervisor  22188, 80152, 81357, 81358, 81359	8. Descriptive Working Title of Supervisor  Supervisor, Applicant Services		9. Classification of Supervisor  AO II
10. Job Summary:			

Reporting to the Supervisor, Applicant Services, the Applications Assistant works in partnership with the housing sector and community agencies to ensure that those in need of affordable housing are able to access a range of options for assistance with housing. He/She/They provides direct customer service and support in the daily operations of the department's programs and service delivery. The incumbent works cooperatively in a team environment and is knowledgeable in all Applicant Services' program areas and is assigned work as required based on changing business needs and priorities.

11. Duties	
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### Major Responsibilities:

- Responds to a high volume of inquiries over the telephone, in person, or by correspondence. Serves clients in the storefront office, providing information on Applicant Services' programs and services and, as appropriate, refers applicants to other agencies.
- Demonstrates patience and respect with individuals who are not fluent in English and clients with a range of abilities. Exercises good judgement and provides emotional support when handling conflict with distressed clients.
- Provides information and support to applicants, tenants, non-profit societies, co-operatives, community groups, government agencies, first time home buyers, mortgage lenders, and other BC Housing staff related to the delivery of a range of housing programs. Liaises with government agencies, housing providers and advocacy groups to provide information on affordable housing options and to resolve housing issues facing clients.
- Processes and updates applications for various Applicant Services' programs, including transfer requests and supplemental application forms, and determines eligibility in accordance with program guidelines. Ensures that supporting documentation has been provided to support applicant's eligibility and communicates with relevant parties to gather missing or incomplete information and documentation. Exercises spending authority by approving rent subsidies and confirms tenant rent contributions for the non-profit and co-operative housing portfolios and other rent supplement programs.
- Assists applicants with completion of forms for various Applicant Services' programs and explains BC Housing policies and procedures with respect to eligibility for subsidized housing, allocation of vacant units and rent supplements, and determining monthly income for rent calculation purposes. Reviews and resolves applicant issues in order to support higher levels of good customer service.

- Receives notice of vacating tenants for rent supplement units; identifies the applicant in highest need and follows established procedures to allocate the available subsidy.
- Exercises spending authority by processing annual reviews for housing providers, rent supplement tenants, and other Applicant Services' program recipients, ensuring data entry is completed in a timely manner.
- Assists housing providers with rent calculation issues, which may include visiting housing providers on site to provide training or arranging for the housing providers to visit our office. Performs quality assurance reviews of rent calculations completed by housing providers utilizing online rent calculation and identifies issues and training requirements.
- Assists Housing Registry members with training on the use of Housing Connections, which may include visiting members on site to provide training or arranging for training at our office.
- Identifies irregular rent subsidy applications and refers to Internal Audit for an income verification audit.
- Reviews client files, calculates overpayments of rent subsidies, advises clients, and negotiates and sets up repayment plans.
- Updates records in various computer databases with applicant information as changes are reported, within scope of authority for various Applicant Services' programs.
- Assists with the development and delivery of information sessions to the public on various Applicant Services' programs.
- Provides co-workers with training and subject matter expertise. Performs quality assurance reviews on applications and changes to client files for various programs completed by other BC Housing staff.
- Identifies workplace issues and ensures that departmental supervisors are kept informed. Identifies gaps in Applicant Services' policies and procedures and makes recommendations for improvement.
- Performs other related duties that do not affect the nature of the job, including participating on project task teams or assisting with special assignments.

**STAFFING CRITERIA**

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4. Education, Training and Experience:		

High school diploma plus post-secondary courses in office systems and procedures, business administration, or customer service.

Minimum three years' experience in an office environment, with at least one year of experience providing detailed information to the public. Prior experience providing direct customer service to the public in a contact centre or comparable environment is an asset.

Or an equivalent combination of education, training, and experience acceptable to the Employer.

5. Knowledge, Skills and Abilities:		
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**Core Competencies:**

- Personal Effectiveness
  - Communication
  - Results Oriented
  - Teamwork
  - Service Oriented
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- Sound knowledge of affordable housing programs and housing clientele.
  - Sound knowledge of general office procedures and systems.
  - Working knowledge of government and community agencies and the services they provide.
  - Working knowledge of computer applications including MS Word, Excel, and Outlook, and ability to manoeuvre between applications with ease.
  - Solid command of English grammar, spelling and punctuation.
  - Strong conflict resolution skills and the ability to demonstrate patience and respect and exercise tact, diplomacy and good judgement when dealing with upset, angry or abusive clients with diverse cultural, educational and socio-economic backgrounds.
  - Strong analytical, mathematical, and problem-solving skills.
  - Detail oriented with ability to maintain quality standards.
  - Ability to establish and maintain effective working relationships with staff, the public, and housing providers.
  - Ability to apply legislation, regulations, operating agreements and other information sources for the purpose of assessing and explaining eligibility.
  - Ability to plan, meet deadlines and adapt to critical priorities in an environment with competing priorities and a heavy and diverse workload without compromising the quality of work.
  - Ability to multi-task in a fast-paced environment.
  - Ability to work independently, and to contribute and co-operate in a team environment.
  - Ability to type minimum 40 words per minute.

6. Occupational Certification:		
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Criminal Record Check Required