

## JOB DESCRIPTION

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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 4
4. Department  Applicant Services	5. Branch/Section  Operations	6. Proposed Classification	Date Revised  June 2020
7. Position No. of Supervisor  22188, 80152, 81357, 81358, 81359	8. Descriptive Working Title of Supervisor  Supervisor, Applicant Services		9. Classification  AO 2
10. Job Summary			

The 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.

Provides direct customer service and support in the daily operations of the department's programs, products and service delivery, which includes The Housing Registry, delivering targeted rent subsidy and other rental assistance programs, the BC Home Owner Mortgage and Equity Partnership program, the Home Adaptations for Independence program, and the rent calculation and confirmation process for rent-geared-to-income housing.

Applications Assistants are required to work cooperatively in a team environment and be knowledgeable in all Applicant Services' program areas and are assigned work as required based on changing business needs and priorities.

11. Duties
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### Major Responsibilities:

- Respond to a high volume of inquiries over the telephone, in person, or by correspondence. Serve clients in the storefront office, providing information on Applicant Services' programs, products and services and, as appropriate, refer applicants to other agencies.
- Demonstrate patience and tolerance with individuals who are not fluent in English and clients with a range of disabilities.
- Provide 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.
- Process and update applications for assistance through various housing programs. Exercise spending authority by approving rent subsidies. Confirm tenant rent contributions for the non-profit and co-operative housing portfolios and other rent supplement programs.
- Determine eligibility and process applications for various Applicant Services' programs such as The Housing Registry, the BC Home Owner Mortgage & Equity Partnership Program, the Home Adaptations for Independence program, Shelter Aid for Elderly Renters (SAFER), the Rental Assistant Program and other programs in accordance with program guidelines.
- Assist applicants with completion of forms for various Applicant Services' programs and explain BC Housing policies and procedures with respect to eligibility for subsidized housing, allocation of vacant units and rent supplements, and determine monthly income for rent calculation purposes.

- Review applications for various Applicant Services' programs and identify missing or incomplete information or documentation, and communicate with applicants, housing providers, third parties and BC Housing staff, as appropriate.
- Process Housing Registry applications and requests for transfers and determine eligibility by applying residency requirements, the National Occupancy Standards, income thresholds and transfer guidelines.
- Process Supplemental application forms and information submitted by third parties in support of an applicant's need for housing and review and adjust Housing Need Categories as appropriate.
- Process applications for the SAFER and Rental Assistance Program ensuring that supporting documentation has been provided to support applicant's eligibility and review income and rent in order to calculate and monthly benefit.
- Process applications for the Home Adaptations for Independence Program and ensure that the client, their home and the requested adaptations meet the eligibility requirements for funding.
- Process applications for the BC HOME Partnership program, verifying eligibility requirements, review Contract of Purchase of Sale documents and issue Loan Approval Letters. Complete verification of final Loan Commitment Letters from first lenders to ensuring that the first mortgage meets program criteria.
- Receive notice of vacating tenants for rent supplement units; identify the applicant in highest need and following established procedures to allocate the available subsidy.
- Exercise spending authority by processing annual reviews for housing providers, rent supplement tenants, SAFER and Rental Assistance Program recipients ensuring data entry is completed in a timely manner.
- Assist 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.
- Perform quality assurance reviews of rent calculations completed by housing providers utilizing online rent calculation and identify issues and training requirements.
- Assist 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.
- Identify irregular rent subsidy applications and refer to Internal Audit for an income verification audit.
- Review client files, calculate overpayments of rent subsidies, advise clients, and negotiate and set up repayment plans.
- Update records in various computer databases with applicant information as changes are reported, within scope of authority for various Applicant Services' programs.
- Identify clients to be referred to Housing and Health Services for an assessment.
- Explain the differences between directly managed, non-profit, co-operative, and private market subsidized housing units and provide information on how to apply to housing developments that are not part of The Housing Registry.
- Liaise with other government agencies, housing providers and advocacy groups to provide information on affordable housing options and to resolve housing issues facing clients.
- Assist with the development and delivery of information sessions to the public on various Applicant Services' programs.
- Review and resolve applicant issues in order to support higher levels of good customer service.
- Identify workplace issues and ensure that departmental supervisors are kept informed.

**Support Responsibilities:**

- Identify workplace issues and ensure the Supervisor, Applicant Services, is kept informed.
- Provides co-workers with subject matter expertise, training and documentation tracking.
- Identify service, system and process improvement and training opportunities.
- Identify gaps in Applicant Services policies and procedures and make recommendations for improvements.
- Provide orientation and subject matter expertise to other Applicant Services Assistants or other BC Housing staff.
- Perform quality assurance reviews on applications and changes to client files for various programs completed by other BC Housing staff.
- Participate on project task teams or assist with special assignments as required.
- Work with other BC Housing staff to achieve organizational objectives.

**STAFFING CRITERIA**

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<b>4. Education, Training and Experience</b>
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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.

<b>5. Knowledge and Skills</b>
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**Core Competencies**

- Personal Accountability
  - Communication
  - Results Oriented
  - Teamwork
  - Service Oriented
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- Sound understanding 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 tolerance 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 40 words per minute.

<b>6. Occupational Certification</b>
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Criminal Record Check Required