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PUBLIC HOUSING SPECIALIST/SUPERVISOR SERIES

This series includes the supervision, or performance of work involved in: 1) selecting and evaluating tenants for public housing projects; or 2) the direct control and conduct of operations of a housing project or projects.

Positions in this series generally reflect the requirement for knowledge and abilities in the various functions and processes which comprise public housing project operations: financial management, maintenance engineering, general housekeeping and administrative services; tenant and community relations; and rental and occupancy activities. At the lower levels, however, work may be limited to a specific functional area, thereby, decreasing the breadth of knowledge and abilities, and requisite experience required.

The class levels in this series are established with reference to various combinations of the following factors:

1. Nature and Purpose of Work.
2. Nature of Supervision Received.
3. Nature of Available Guidelines for Performance of Work.
4. Originality Required.
5. Purpose and Nature of Person-to-Person Work Relationships.
6. Nature and Scope of Recommendations, Commitments and Decisions.
7. Supervisory Responsibilities.

All of the factors are not discussed at each class level. The factors, when readily apparent in the discussion, have been combined at some class levels to avoid repetition.

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This is an amendment to the class specifications for the classes PUBLIC HOUSING SPECIALIST I (approved October 12, 1967), PUBLIC HOUSING SPECIALIST

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II (approved January 7, 1977), Public Housing Manager III (approved January 7, 1977), Public Housing Manager IV (approved March 14, 1972), Public Housing Manager V & VI (approved October 12, 1967) due to incorporation of managerial levels in EMCP in accordance with Act 254, SLH 1980, and a change in title from Public Housing Manager III, IV, V & VI to PUBLIC HOUSING SUPERVISOR III, IV, V & VI, respectively, effective October 1, 1982.

DATE APPROVED: 9/20/82

/s/Clement L. Kamalu  
for DONALD BOTELHO  
Director of Personnel Services

PUBLIC HOUSING SPECIALIST I

3.706

Duties Summary:

Serving in a trainee capacity, receives training in the various functions and processes which comprise Public housing operations; performs simple assignments in one or more of the functional areas of housing management.

Distinguishing Characteristics:

1. Nature and Purpose of Work

This is the entry-level trainee class, designed to provide a career-oriented introduction to the functions and processes of public housing operations: financial management, maintenance engineering, general housekeeping and administrative services, tenant and community relations and rental and occupancy activities. Work assignments are clear cut, routine and designed to provide concentrated experience and training in one or more of the abovementioned functional areas.

2. Nature of Supervision Received

Close supervision is exercised over the work assigned. Specific and detailed instructions as to the tasks to be performed and the procedures to be followed are outlined at the time the assignment is made. However, as training nears completion,

simple and moderately difficult assignments may be performed under general supervision, allowing for some independence of action.

### 3. Guidelines Available

As a part of the overall training plan, employees in this class become familiar with and utilize the following guides: Federal Public Housing Administration and Hawaii Housing Authority laws, rules, regulations, policies and procedures; departmental and HHA organizational manuals and directives; and specific instructions.

### 4. Nature and Scope of Recommendations, Commitments and Decisions

There is no responsibility for independent recommendations and decisions at this level.

### Examples of Duties:

Attends orientation and training sessions; learns the various functions and processes which comprise public housing operations; accompanies higher level specialists/supervisors on field trips as an observer; concurrently performs simple tasks in one or more of the functional areas for the purpose of gaining knowledge and developing skill in the application of work processes and techniques; and performs other duties as assigned.

### Knowledge and Abilities Required:

Knowledge of: A general understanding of the fields of public administration, social science and/or business administration.

Ability to: Learn federal and State public housing laws, rules, regulations, policies and procedures; collect, evaluate and interpret facts; learn interviewing principles and techniques; secure the confidence and cooperation of others; keep fiscal records and prepare financial statements and reports; prepare and present oral and/or written reports.

PUBLIC HOUSING SPECIALIST II

3.708

Duties Summary:

Performs the full range of assignments in one or more functional areas of public housing operations; may serve as a supervisory trainee.

Distinguishing Characteristics:

1. Nature and Purpose of Work

This class is the independent worker level within one or more of the supportive functional areas of public housing operations; for example: tenant relations; interviewing and evaluating applicants and tenants; or tenant relocation. Work assignments encompass the full range of difficulty.

This class also encompasses a supervisory trainee. Work assignments involve assisting housing project supervisors in the operations of a public housing area. Assignments are designed to give a complete exposure to operational public housing problems and operating practices. With the exception of the simpler tasks, assignments are accompanied by detailed instructions.

2. Nature of Supervision Received

Supervision received at this level is normally of a general nature; thereby requiring that assignments be performed independent of continued supervision. The approach to and the handling of assignments are the responsibility of an incumbent. Unusual problems are referred to a supervisor or other higher level personnel.

Positions involving work of a supervisory trainee are under general supervision when assignments are of a simple to moderately complex nature. The more complex assignments are accompanied by detailed instructions and are reviewed closely for correctness of method and approach.

3. Guidelines Available

Same as I. However, at this level, the incumbent is expected to be thoroughly familiar with those guidelines applicable to his functional assignment, thereby eliminating the need for detailed instructions.

#### 4. Nature and Scope of Recommendations, Commitments and Decisions

Recommendations and commitments, where delegated, are limited to individual assignments.

#### 5. Personal Work Contacts

Personal contacts at this level are characterized by responsibility for maintaining effective working relationships with prospective tenants, tenants, private home and apartment owners, other community resources and members of the general public. Contacts may be initiated to:

- a. determine eligibility of applicants for public housing;
- b. assist tenants with problems associated with their adjustment to public housing occupancy;
- c. refer tenants for services;
- d. re-evaluate tenant eligibility; and
- e. relocate tenants due to the closing, or decrease in number of units of a housing project.

#### Examples of Duties:

Coordinates a housing project's social and community activities and services; evaluates the need for and level of activities and services provided by community agencies and organizations; assists tenants in adjusting to living in a public housing setting; refers tenants to community resources and provides interim and/or supportive counseling; re-evaluates tenant families for continued eligibility; assists displaced tenants and others in seeking suitable homes; acquaints new tenants with project rules and regulations; receives and processes initial applications for tenancy in housing projects; establishes eligibility for admission to housing projects; determines rentals to be charged by referring to official rates; investigates tenant complaints; participates in on-the-job training.

Knowledge and Abilities Required:

Knowledge of: The principles, methods and techniques which apply to the particular functional area of public housing operation; federal and State public housing laws, rules, regulations, policies and procedures; interviewing principles and techniques; sources of information concerning the renting or purchasing of homes; socioeconomic factors influencing human behavior; community resources and their utilization.

Ability to: Collect, evaluate and interpret facts; secure the confidence and cooperation of others; maintain accurate records; present oral and written reports.

PUBLIC HOUSING SUPERVISOR III

3.710

Duties Summary:

Assists in the control and conduct of the operation of public housing projects in a designated area or district; and performs other duties as required.

Distinguishing Characteristics:

1. Nature and Purpose of Work:

This class involves responsibility for assisting the supervisor of a public housing area or district by performing various functions on a regular basis and as a primary work assignment. Assignments are designed to provide experience in conducting the day-to-day activities in the various functional aspects of public housing supervision and/or to relieve the supervisor of day-to-day tasks in one or more areas of public housing operation.

2. Nature of Supervision Received

Supervision varies from close to general depending on the complexity of the assignment and the incumbent's previous exposure to the type of situation involved. As an incumbent gains experience in the various areas of work, supervision becomes more general and review of decision is primarily to insure consistency with established policies and precedents.

### 3. Guidelines Available

Federal Public Housing Administration laws, rules and regulations; departmental and Hawaii Housing Authority rules, regulations, policies and procedures; collective bargaining contracts; and specific instructions.

### 4. Nature and Scope of Recommendations, Commitments and Decisions

A position in this class conducts special studies and prepares reports and recommendations in assigned areas of public housing operation. A position in this class may be delegated responsibility to take final action in designated areas of public housing operation and during the absence of the supervisor, may be delegated authority, within established guidelines, to take action in other areas of public housing operation.

### 5. Supervisory Responsibilities:

The class involves assisting the supervisor in the direction of area staff, including but not limited to the clerical personnel and public housing specialists in the area or district. Supervisory tasks at this level are generally limited to providing guidance in specific cases, and making day-to-day assignments to the staff in response to immediate needs.

### 6. Personal Work Contacts

Contacts with tenants, community groups and members of the general public are generally for the purpose of developing and maintaining a clear understanding of public housing goals and objectives and the role the project should play in the total pattern of community organization. Contacts with the tenants are often for the purpose of insuring adherence to rules and regulations; assisting them with their housing problems and complaints, collecting rental fees, etc.

### Examples of Duties:

Participates in on-the-job and other developmental activities; conducts special studies, prepares reports and recommendations on assigned subjects; participates in various operational activities including supervision of staff, investigating complaints and recommending or implementing corrective action, authorizing tenant requests, granting rental extensions and other changes to rental agreements; conducts meetings with employees on programs and activities and represents supervisor at tenant meetings.

Knowledge and Abilities Required:

Knowledge of: Problems in housing low income families; the objectives and purpose of low rent housing; principles and practices of real property management and the management of rental properties; office practices and procedures.

Ability to: Plan and organize the work of others; learn and apply supervisory principles to the various functional areas of public housing operation.

PUBLIC HOUSING SUPERVISOR IV

3.712

Duties Summary:

Assists in planning, organizing, directing and coordinating the operations of public housing projects; or serves as staff specialist in the development and evaluation of programs and functions; and performs other duties as required.

Distinguishing Characteristics:

1. Nature and Purpose of Work

This class involves responsibility for assisting a higher level Public Housing Supervisor in all aspects of the operation of several public housing projects or rent supplement and leased housing projects. Because of the scope and location of the projects, operations are relatively complex, present a high incidence of social welfare and related problems, and consequently require the assistance of a position in this class. Delegated responsibilities include the supervision of subordinate public housing specialist and clerical and building maintenance staffs; the rental of units to eligible applicants; the development of tenant social and recreational groups; and the collection and recording of rental payments.

This class may reflect the work of a staff specialist concerned with the development of programs, policies and procedures, the provision of technical guidance, the evaluation and reporting of program activities, etc., in a broad area of public housing, on a statewide basis.

## 2. Nature of Supervision Received

Work is performed under general supervision of the supervisor in charge of the projects. Results are generally reviewed for compliance with administrative directives, policy and procedural determinations. In most instances, the implementation of decisions is not subject to prior review by higher level personnel. Recommendations for the initiation of new programs, policies or procedures are subject to review for conformance with overall goals and objectives of the organization.

## 3. Guidelines Available

Same as level III.

## 4. Nature and Scope of Recommendation, Commitments and Decision

This class reflects responsibility for developing recommendations on policy and procedural revisions and for the solution of major tenant problems, changes in programs, staff utilization, etc. Positions at this level also have delegated responsibility for final decision concerning day-to-day operations of one or more public housing projects. During the absence of the project supervisor, takes final action on all matters within the framework of policies and procedures.

## 5. Personal Work Contacts

Contacts with tenants, community groups and members of the general public are generally for the purpose of developing and maintaining a clear understanding of public housing goals and objectives and the role the project should play in the total pattern of community organization. Contacts with the tenants are often for the purpose of assisting them with their housing problems and complaints, collecting rental fees, etc.

### Examples of Duties:

Serves as deputy or relief supervisor of several large public housing projects. This includes assisting in the planning, organizing and coordination of project operations, investigating tenant complaints and difficulties; inspecting property to ascertain the need for repairs; developing tenant recreation and social programs, and supervising others in carrying out tenant relations, clerical and maintenance activities.

Serves as staff specialist; conducts special studies; develops new or improved programs in a broad area of public housing operation; develops and recommends new

policies and procedures; reviews program activities; provides technical guidance to staff and tenant organizations; provides and/or coordinates informational and educational activities; conducts social studies; and prepares reports, guidelines and correspondence.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the III level, must have knowledge of the principles and practices of supervision and be able to plan, organize and direct the work of others in carrying out tenant relations work; establish and maintain effective working relationships with community leaders, the general public and public housing tenants.

PUBLIC HOUSING SUPERVISOR V

3.714

Duties Summary:

Plans, organizes, directs and coordinates the operation of a public housing project or projects.

Distinguishing Characteristics:

1. Nature and Purpose of Work

This class involves responsibility for representing the Hawaii Housing Authority in the operation of one or more housing projects. Housing operations are affected by a high incidence of social problems; e.g., vandalism, delinquency among minor tenants, instability of family life, etc.

Responsibilities include the direction of clerical and building maintenance activities through two or more subordinate levels of supervisors; the rental of units to eligible applicants; the development of tenant social and recreational programs and groups, and the collecting and recording of rental payments.

2. Nature of Supervision Received

Same as level IV.

3. Guidelines Available

Same as level III.

4. Nature and Scope of Recommendations, Commitments and Decisions

Same as level IV.

5. Personal Work Contacts

Same as level IV, except that they are more intense due to the size and character of the population of the community in which the project is located, and the relatively large number of rental units.

Examples of Duties:

Serves as the supervisor of the operation of a public housing project or projects. This includes the planning, organizing and coordination of project operations; investigating tenant complaints and difficulties; inspecting property to ascertain the need for repairs; and developing tenant recreation and social activities.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the III level, must have knowledge of the principles and practices of supervision and be able to plan, organize and direct the work of others in carrying out tenant relations work; establish and maintain effective working relationships with community leaders, the general public and public housing tenants.

PUBLIC HOUSING SUPERVISOR VI

3.716

Duties Summary:

Directs and coordinates the operation of all public housing projects located in the principal public housing district.

Distinguishing Characteristics:

1. Nature and Purpose of Work

This class involves responsibility for the operation of the segment of the public housing program covering four or more project groupings in the Oahu District. Assisted by subordinate project managers and central maintenance and tenant selection staffs, the position in this class is responsible for tenant relations, housing facilities maintenance, and the development and execution of an operating budget.

2. Nature of Supervision Received

Work is performed under general administrative supervision. Prior approval of decisions affecting the overall operation and routine maintenance services of the project areas is not required. Programs are reviewed for conformance with general administrative policies, procedures, goals and objectives.

3. Guidelines Available

The guides and precedents available at the lower levels are limited in their usefulness. They provide a broad framework for operating decisions; but, in many instances, they are only partially related to the problem. The incumbent of the position in this class is, therefore, expected to exercise judgment in arriving at decisions which are compatible with efficient public housing operation.

4. Nature and Scope of Recommendations, Commitments and Decisions

Within broad program goals and objectives, the position in this class is responsible for establishing, revising and implementing policies and procedures relating to the operation of the public housing projects. This class also includes responsibility for recommending an operating budget, and also the review and recommendation of expenditure of funds.

5. Personal Work Contacts

At this level, contacts outside the supervisory chain-of command are limited to representatives of federal and State agencies and community organizations. Contacts with individual tenants are on an exception basis.

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Examples of Duties:

Serves as the general supervisor of all public housing projects within a major metropolitan area. This includes developing and implementing operating policies and procedures; the preparation and justification of an operating budget; and the supervision of central maintenance, tenant selection and tenant community relations activities.

Knowledge and Abilities Required:

In addition to the knowledge and abilities required at the V level, incumbents of positions at this level must have a knowledge of the operational structure of the Hawaii Housing Authority and its relationship to the federal government and the community, the ability to develop and implement operational policies and procedures and the ability to apply sound operational principles and techniques.