

Class Specifications
for the

HOMESTEAD ASSISTANT SERIES

Series Definition:

The Hawaiian Homes Commission Act, 1920, as amended, requires the Department of Hawaiian Home Lands (DHHL) to administer a statewide homestead program for the benefit of native Hawaiians. Under the Hawaiian Home Lands program, the department leases Hawaiian Home Lands to qualified native Hawaiians for residential, agricultural and pastoral purposes.

Positions in the Homestead Assistant series are located in district offices on Oahu, Hawaii, Molokai, Maui, and Kauai and provide a variety of services to homestead applicants and lessees.

Services to applicants include providing general information on the program; explaining qualifying requirements, particularly the Hawaiian blood quantum requirement and how to go about obtaining proof of blood quantum through genealogical research; and checking results of genealogical research. Positions also receive, review, and process applications for leases.

Services to lessees include explaining and reminding them of their responsibilities as lessees; receiving lease and other payments; conducting or directing periodic visitations to DHHL lease sites to investigate complaints of leasehold infractions; initiating paperwork and recommending actions which could lead to penalties, including cancellation of leases; resolving or referring complaints related to homestead tenants and areas; and initiating various changes to leases, which may involve further genealogical tracking, because of factors such as transfer of all or a portion of a lease, surrender or cancellation of leases, changes in designation of successorship, etc.

Positions also perform significant liaison work between project lessees and DHHL supervisory and managerial staff.

Level Distinctions:

Classes in this series are distinguished from each other by differences in:

1. the complexity of work in terms of the nature and variety of work assignments; scope and level of responsibility;

2. the breadth of knowledge and abilities required to provide advice and assistance to homestead applicants and lessees; and
3. the nature and extent of supervisory control exercised over the work performed which limits the scope of work, the independence with which it is performed, and the nature and finality of decisions.

This is an amendment to the specification for the classes HOMESTEAD ASSISTANT I and HOMESTEAD ASSISTANT II which were established/amended, respectively, on April 30, 1999.

Effective Date: 11/21/2005

DATE APPROVED: 11/21/05


for MARIE LADERTA
Director of Human Resources Development

HOMESTEAD ASSISTANT I

3.741

Class Distinguishers:

Complexity: This class reflects the beginning level of assignment. The incumbent receives on-the-job training in matters relating to the philosophy, goals, functions, policies and procedures of the Hawaiian Home Lands program; and terms and conditions of lease agreements, homestead lease transactions, and genealogy. Some positions also receive training in assisting applicants with homestead lease and loan applications. The least complicated cases are selected as first assignments for an incumbent of this class and are performed under close supervision. As the Homestead Assistant I demonstrates an understanding of basic responsibilities, routine work is performed with less supervision and work of a gradually more complex nature is assigned for training purposes.

Personal Contacts: Deals with the general public and homestead applicants and lessees primarily to obtain and exchange clearly identified information, answer routine questions and explain well-established standards, policies, and procedures about the Hawaiian Home Lands program and eligibility requirements.

Supervision Received: Receives close supervision and guidance from the Homestead District Supervisor or higher level Homestead Assistant. At the time an assignment is made, specific and detailed instructions are provided as to the tasks to be performed, the procedures to be followed, and the manner in which finished work is to be submitted. Continued guidance and instructions are provided during the progress of the assignment. Work assignments are closely reviewed for compliance with instructions, thoroughness, and application of standard practices and techniques.

Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

Knowledge of: Basic understanding of the Hawaiian Homes Commission Act, 1920, as amended (as it relates to leases); philosophy, goals and functions of the Hawaiian Home Lands program; processing requirements for Hawaiian Home Lands homestead lease transaction and successorship requests commonly made by lessees; documents commonly accepted as proof of age and native Hawaiian qualification; sources of information for birth, death, marriage and other records commonly used in determining genealogy; terminology and documents commonly used in lease transactions; terms and conditions of lease agreements; appropriate agencies to contact when investigating alleged ordinance/lease violations; interviewing techniques; business English, spelling, grammar and punctuation; basic arithmetic (addition, subtraction, multiplication, division, fractions, and percentages); and common office practices and procedures.

Ability to: Read, comprehend, interpret, apply, and explain pertinent laws, rules, policies, and procedures governing the Hawaiian Home Lands program; review, understand and explain the basic terms and conditions of a lease and loan agreement; gather and evaluate information from various sources and recommend an appropriate course of action; communicate effectively, orally and in writing; establish rapport with lessees and gain their confidence and cooperation; maintain objectivity and stability during emotional and sensitive situations; read and interpret property maps; and perform a variety of general clerical tasks.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Receive training in the philosophy, goals, functions, policies, and procedures of the Hawaiian Home Lands program.
2. Provide information to the general public, applicants, and lessees regarding the Hawaiian Home Lands program and eligibility requirements. Learn to review and evaluate lease transaction requests and other documents for completeness, omission, and need for verification/clarification.
3. Direct applicants to agencies which can provide evidence of native Hawaiian qualification, and learn to evaluate documents required to substantiate age and native Hawaiian qualification.
4. Interview applicants/lessees to secure pertinent information and to provide information regarding agency policies and procedures, lessees' rights and responsibilities, etc.
5. Assist applicants in completing lease and loan applications by identifying and discussing eligibility requirements; documenting necessary information; reviewing facts; applying pertinent policies; directing/assisting applicants to obtain more information if necessary.
6. Assist in the investigation of complaints about homestead properties. Drive to remote areas to make field visits; explore conditions and/or activities occurring on agricultural, pastoral and residential homesteads.
7. Perform a variety of office support services (e.g., establish and maintain files; receive, record, secure, and disburse lease payments; order office supplies and equipment; draft and type forms, correspondence and reports; and make arrangements for travel reservations, equipment maintenance, telephone service, etc.).

HOMESTEAD ASSISTANT II

3.742

Class Distinguishers:

Complexity: Independently provides information regarding the Hawaiian Home Lands program to the general public; advises and assists applicants and lessees on, and reviews and processes documents such as lease applications, departmental loans, genealogical tracking, and changes in successorship designations; and resolves or assists in resolving problems and complaints about lessees and/or misuse of homestead lands.

Personal Contacts: Provides information and assistance to the general public and lessees about the Hawaiian Home Lands program and eligibility requirements; contacts appropriate governmental agencies to inquire about county code standards; and coordinates work with other departmental offices.

Supervision Received: Works independently under the general supervision of, and refers unusual or controversial situations to, the respective Homestead District Supervisor.

Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)* In addition to the knowledge and abilities required at the next lower level:

Knowledge of: Working knowledge of the Hawaiian Homes Commission Act of 1920, as amended (as it relates to leases); and working knowledge of the Hawaiian Home Lands homestead lease transaction processing requirements for the full range of requests, including successorships.

Ability to: Perform the final technical review and processing of Hawaiian Home Lands homestead lease transaction and successor requests; and provide technical guidance and assistance to other staff members.

Examples of Duties: *(Positions may not be assigned all of the duties listed, nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Provide information and assistance on the lease application process and eligibility requirements; screen application forms for completeness; review documents to substantiate age and native Hawaiian qualification requirements; request additional documentation as necessary, and forward lease application forms and documentation to the Homestead Application Branch for further processing and/or review.
2. Process lease transactions (e.g., transfer of lease, transfer of a portion of a lease, designation of successorship, assumption of lease through successorship or designation of persons to receive net proceeds of the sale of the leasehold improvements upon the death of the lessee, etc.). Explain available alternatives and implications of actions to lessees; screen application forms for accuracy and completeness; and evaluate documents and supporting evidence to determine whether designated successor(s) or transferee(s) meet age and native Hawaiian blood

- quantum requirements. Upon completion of the lease agreement, schedules lease-closing meetings with lessees and pertinent parties to explain the lessee's obligations, and the terms and conditions of the lease agreement; and notarizes the lease agreement.
3. Accept payment and furnish receipts for DHHL leases, loans and other fees, and record payments received on loan accounts; review accounts to identify borrowers who are delinquent in making payments and inform the Homestead District Supervisor of account status.
 4. Serve as liaison between lessees and departmental offices in order to follow-up on inquiries initiated by the various offices or to inquire about the status of a request on behalf of a homestead lessee.
 5. Receive complaints about homestead properties (e.g., unsafe conditions in homestead areas and complaints against homesteaders who may be conducting activities in violation of their lease agreement); contact appropriate agencies to research possible violations of lease agreements/county ordinances; and attempt to resolve complaints through verbal discussions with affected parties over the phone and/or through on-site visits. Refers to the supervisor situations which involve illegal activities/controversial issues. Problems not within the scope of DHHL are referred to the appropriate agency.
 6. Provide information on DHHL's financial assistance programs for new home construction, home repairs, home replacement, or farm and ranch development; and forward applications and documents to the Loan Services Branch for further review and processing. Upon approval of the loan, meet with the borrower to obtain borrower's signature; and notarize the loan document and compile completed loan documents for transmittal to the Loan Services Branch.
 7. Participate in group orientation, awards and/or closing meetings by answering questions about designating successors to leases, or designating persons to receive net proceeds; clarifying terms and conditions of leases; and answering other questions relating to lease agreements.
 8. Perform a variety of office support services (e.g., establish and maintain files; order office supplies and equipment; compose and type forms, correspondence, reports and submittals to the Hawaiian Homes Commission; and make arrangements for travel reservations, equipment maintenance, telephone service, etc.).