

COMMUNITY SERVICES SPECIALIST

DEFINITION OF WORK

Employees in this classification perform professional and administrative duties for the Community Development Department in the areas of housing rehabilitation, fair housing, and special populations. Employees in this class assist with the planning and implementation for community development programs to include grant research, analysis, and report writing; providing intake services, investigations, mediation and reporting requirements; perform housing inspections and identify housing deficiencies needing attention for clients seeking services. Other tasks include approving contractor applications, reviewing compliance provisions for construction, conducting affordable housing inspections, resolving zoning issues soliciting and receiving bids for appraisal services, implementing the fair housing action plan, investigating housing discrimination complaints, providing assistance to recipients receiving or applying to receive special populations funding, acting as a liaison between organizations serving special populations, performing initial housing inspections and identifying rehabilitative work needed followed by conducting final inspections at the completion of projects. Work requires considerable public contact, especially with property owners, clients, potential homeowners, lending institutions, County Planning Department, realtors, attorneys and non-profit agencies and organizations. Work also requires significant knowledge of regulations related the specific program requirements which assigned. Work is performed under the supervision of the Community Development Director and Community Services Manager and is evaluated through periodic conferences, review of records and reports, and the results obtained in the community projects.

EXAMPLES OF WORK

Employees prepare recommendation on housing rehabilitation plans and related activities impacting program funding; inspect potential sites and projects for eligibility; implement the fair housing action plan; coordinate the analysis of impediments to fair housing choice; investigate housing discrimination complaints and seek resolution of complaints and monitor adherence to agreements between parties; implement and monitor grantees to ensure compliance with affirmative marketing and implementation plans; prepare written reports to document case activity and resolutions; approve contractor application, conduct bid openings and approve bids, attend closing and conduct pre-construction conferences; review compliance provisions related to constructions and ensure program activities comply with codes; develop housing program plans; evaluate programs to identify needed changes and enhancements; conduct affordable housing inspections; conduct environmental reviews; resolve zoning issues related to housing programs; perform initial housing inspections for clients seeking services and assistance; identify extent, scope and estimated cost of rehabilitative work; inspect work in progress and upon completions; conduct final inspections and compliance with corrective actions needs; resolve problems between the contractor and homeowners; open and recommend contractor for bid awards; perform related work as required.

EMPLOYMENT STANDARDS

Education and Experience:

Graduation from a four-year college or university with a Bachelor's degree in construction management, planning or closely related housing services field and one year of program experience and/or training involving community development programs; or an equivalent combination of education, training and experience.

Knowledge, Skills, and Abilities:

Knowledge of the federal and State regulations, policies, and rules regarding community development programs; knowledge of housing rehabilitation and home ownership principles, practices and techniques; knowledge of planning, practices, methods and techniques; knowledge of real estate practices, loan closing procedures, minimum housing inspections and goals and objectives of the community development program; working knowledge of principles and practices of performing daily operations of housing rehabilitation to include inspections, identifying needs, approving work and payments, and compliance with applicable laws and regulations; ability to establish and maintain effective data collection and records management systems and prepare a variety of reports and documents; ability to effectively use computer applications to collect, organize and present data; ability to organize and coordinate the activities of the community development programs; ability to interpret and apply detailed regulations accurately; ability to communicate effectively in oral and written forms; ability to work effectively with property owners, potential homeowners, lending institution, realtors, attorneys, state agencies, federal agencies, and nonprofit agencies and organizations; ability to build and maintain cooperative and effective public relations with the community.

SPECIAL REQUIREMENTS

Background check with local law enforcement agency required. Some positions within classification may require a valid North Carolina driver's license. Condition of Employment: Each applicant who is tendered an offer for employment for any position with Cumberland County shall be tested for the use of drugs specified in the County policy. Refusal to submit to testing or a confirmed positive test shall be basis for withdrawal of the conditional employment offer.

ADA REQUIREMENTS

Employees are subject to hazards associated with office work such as ergonomic and visual acuity issues.

PHYSICAL REQUIREMENTS

Must be able to physically perform the basic life operational functions of stooping, reaching, walking, fingering, grasping, hearing, talking, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to move objects.

Must possess the visual acuity to prepare data and statistics, work with accounting processes, handle proofing tasks, do extensive reading, and operate a computer terminal.