

City of Somerville, Massachusetts
Job Description

Position Title:	Director of Housing Stability	Grade Level:	NU05
Department:	Office of Housing Stability	Date:	01/19/2018
Reports to:	Executive Director of OSPCD	FLSA Status:	Exempt

Statement of Duties

The Director will be responsible for operating the Office of Housing Stability. To be effective in this role, the Director must be an excellent manager, public speaker and housing policy advocate. As the Office of Housing Stability is the central point of contact for individuals seeking housing opportunities or advice, the Director must ensure that all cases handled by the office are effectively managed. In addition, the Director must also serve as a policy advocate, with the ability to coordinate resources and partners across a wide range of stakeholders to ensure residents are able to retain their homes.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Manage a staff to assist residents in danger of eviction, displacement and homelessness with information, access to legal assistance, and resources to find housing they can afford.
- Closely monitor all cases coming into the Office of Housing Stability for timely follow up, appropriate response and effective outcomes.
- Maintain an active and regularly updated inventory of current affordable housing opportunities for Office of Housing Stability
- Build a strong team of case managers and policy advocates within the Office of Housing Stability and provide staff with the regular training, coaching and leadership they need to succeed.
- Partner with external agencies to assist tenants in maintaining stable housing through Court proceedings.
- Champion the development and implementation of new policies, programs, and legislation that assists tenants facing displacement to remain in their homes.
- Work closely with landlords, management companies, housing authorities, and tenants to support housing solutions, help residents stay housed, and find new affordable opportunities.
- Support City's efforts to assist Somerville residents with housing needs in case of fire or natural disaster.
- Maintain an inventory of services available to Somerville residents in housing crisis at external partner agencies and non-profits. Work with these partners to define what case types will be referred out and what will be managed by the Office of Housing Stability.
- Review funding award recommendations under the Emergency Solutions Grant (ESG) to external vendors to perform such services as: housing counseling, eviction prevention, tenancy preservation, housing search, and rapid re-housing for homeless households and those at risk of homelessness.
- Use case management software to ensure every case is consistently tracked, time-lines for

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case resolutions are met, and staff are accountable for producing results. Develop reports and dashboards to regularly demonstrate how the office is performing against its strategic goals.

- Perform related work as required.

Supervision Required

Under administrative direction for a division, working from municipal policies and objectives, individual establishes short-range plans and objectives; own performance standards and assumes direct accountability for department results; and may act as an independently appointed official over a department. Consults with supervisor only in instances for which clarification, interpretation, or exception to municipal policy may be required. The employee is responsible for the development and implementation of departmental policies, goals, objectives and budgets. The employee is also expected to attempt to resolve conflicts which arise and coordinate with others as necessary.

Supervisory Responsibility

Employee is accountable for the direction and success of all department programs accomplished through others. The employee is responsible for analyzing program objectives, determining the various work operations needed to achieve them, estimating the financial and staff resources required, allocating the available funds and staff, reporting periodically on the achievement and status of the program objective; and recommending new goals. The employee typically formulates or recommends program goals and develops plans for achieving short and long-range objectives; determines organizational structure operating guidelines and work operations; formulates, prepares and defends budget and manpower requests and accounts for effective use of funds and staff provided; coordinates program efforts within the unit and with other departments; delegates authority to subordinate supervisors and holds them responsible for the performance of their unit's work; reviews work in terms of accomplishment of program objectives and progress reports, approves standards establishing quality and quantity of work; and assists or oversees the personnel function, including or effectively recommending hiring, training, and disciplining of employees.

Accountability

Duties include division level responsibility for technical processes, service delivery, and contribution to municipal wide plans and objectives and fiscal responsibility for the department including buildings, equipment and staffing utilization. Consequences of errors, missed deadlines or poor judgment could severely jeopardize department operations or have extensive financial and/or legal repercussions to the municipality.

Judgment

Guidelines only provide limited guidance for performing the work. They may be in the form of administrative or organizational policies, general principals, legislation or directives that pertain to a specific department or functional area. Extensive judgment and ingenuity are required to develop new or adapt existing methods and approaches for accomplishing objectives or to deal with new or unusual requirements within the limits of the guidelines or policies. The employee is recognized as the department or functional area's authority in interpreting the guidelines, in determining how they should be applied, and in developing operating policies and practices.

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Complexity

The work consists of employing many different concepts, theories, principles, techniques, and practices relating to an administrative field. Assignments typically concern such matters as studying trends in the field for application to the work, assessing services and recommending improvements.

Nature and Purpose of Public Contact

Relationships are constantly with co-workers, local, state, and federal officials, the public, groups and/or individuals who have conflicting opinions or objectives, diverse points of view or differences where skillful negotiating and achieving compromise is required to secure support, concurrence and acceptance or compliance; or one-on-one relationships with a person who may be under severe stress, where gaining a high degree of persuasion may be required to obtain the desired effect. The employee may represent to the public a functional area of the municipality on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

Confidentiality

Has regular access at the division level to a wide variety of confidential information, including official personnel files, law suits, criminal records/investigations, client records, department records, and client conversations in accordance with the state public records law.

Recommended Minimum Qualifications:

Education and Experience: Bachelor's Degree in Urban Policy, Urban Planning, Public Policy, Public Administration, Real Estate Development, or other relevant program and five to seven- (5-7) years of experience in municipal housing functions, or related work experience, including project management experience in guiding complex organizational change and policy development of which three (3) years must have been in a supervisory capacity; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job. Master's degree in public policy, social work, business or public administration or related fields strongly preferred.

Knowledge, Abilities and Skill

Knowledge: Knowledge of landlord/tenant rights and responsibilities; knowledge of innovative financing mechanisms; knowledge of basic underwriting and project evaluation skills; working knowledge of state and federal housing legislation and regulations; familiarity with housing programs and services offered by the City of Somerville and the Commonwealth of Massachusetts.

Ability: Ability to meet and communicate with the public effectively and appropriately; ability to handle problems and emergencies effectively; ability to communicate clearly, both orally and in writing; ability to operate a computer; ability to maintain confidential information; ability to maintain, manage, and organize records; ability to deal appropriately with City employees, City officials and the general public; ability to exercise good judgment and focus on detail as required by the job; ability to facilitate conflict mediation; ability to lead a diverse team of individuals to accomplish department goals.

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Skill: Strong written and oral communication skills; excellent organizational, problem solving and communication skills; exceptional customer service skills and ability to work with the public.

Work Environment

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours to attend evening meetings.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills

Little or no physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as books, office equipment and computer paper (up to 30 lbs.)

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, typing and/or word processing, filing, and sorting.

Visual Skills

Visual demands include constantly reading documents for general understanding and for analytical purposes and routinely reviewing maps and blueprints with a need for color vision.

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Position Title:	Deputy Director of Housing Stability	Grade Level:	NU08
Department	Office of Housing Stability	Date:	1/18/2018
Reports to:	Director of Housing Stability	FLSA Status	Exempt

Statement of Duties

Under the direct supervision of the Director of Housing Stability, the Deputy Director of Housing Stability is responsible for ensuring effective criteria and tracking of case management; maintaining database of current housing opportunities; cultivating relationships and managing contracts with legal service providers, homeless providers, and other provider agencies within the community; advocating on housing related issues; and managing daily operations for the office.

Employee is required to perform all similar or related duties.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Tracks data regarding various activities of the Office of Housing Stability
- Maintains database of current affordable housing opportunities for Office of Housing Stability
- Researches and helps to develop new housing policies and programs including implementation strategies and procedures
- Advocates for the City on a variety of housing related issues
- Cultivates and maintains interdepartmental and external relationships; organizes meetings for key staff involved in housing advocacy and referral services
- Facilitates providing information in response to inquiries about landlord/tenant issues and refers constituents to legal providers for legal advice
- Mentors and provides guidance to Office of Housing Stability staff; ensures consistency of departmental operations.
- In the absence of the Director, makes decisions, serves as official signatory and communicates on behalf of the Office of Housing Stability.

Supervision Required

Under administrative direction, working from municipal policies and objectives, individual establishes short-range plans and objectives; own performance standards and assumes direct accountability for department results. Employee consults with supervisor only where clarification, interpretation, or exception to municipal policy may be required. The employee is responsible for the development and implementation of departmental policies, goals, objectives and budgets. The employee is also expected to attempt to resolve conflicts which arise and coordinate with others as necessary.

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Supervisory Responsibility

Employee, as a regular and continuing part of the job, is accountable for the quality and quantity of work done by subordinate(s) and ensures the accomplishment of the assigned work in the prescribed manner. Supervisory functions typically consist of most of the following: plans, schedules and coordinates work operations to meet schedules, deadlines and priorities; revises work schedules to meet changes in workload or availability of manpower; recommends and justifies to higher levels of management changes in the organization of work, work methods or assignment of functions to positions that may affect staffing patterns, costs, work standards, etc.; assigns work based on varying capabilities of employee(s); assures that completed work meets the required standard of quality, timeliness and cost, taking corrective actions as necessary, including rejecting the work; recommends promotions, reassignments, pay increases or other personnel actions; oversees attendance and leave, typically including approval of ordinary sick and vacation schedules; advises employees of performance requirements and prepares formal evaluations of performance; gives advice and instruction on both administrative and work matters; informs subordinates of organizational policies, goals and procedures; resolves employee complaints and effects disciplinary actions, such as oral warnings and reprimands; has responsibility for technical soundness of subordinates' work.

Accountability

The nature of the professional or technical work means that errors in analysis, techniques or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines or poor judgment could result in excessive costs, delay of service delivery, or legal repercussions to the municipality.

Judgment

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Work requires understanding, interpreting and applying federal, state and local regulations.

Complexity

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

Nature and Purpose of Personal Contacts

Relationships are constantly with co-workers, the public and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view or differences where skillful negotiating and achieving compromise is required to secure support, concurrence and acceptance

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or compliance; OR one-on-one relationships with a person who may be under severe stress, where gaining a high degree of persuasion may be required to obtain the desired effect. The employee may represent to the public a functional area of the municipality on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

Confidentiality

Employee has regular access at the departmental level to a wide variety of confidential information, including client records, financial investigations, court records, financial records.

Recommended Minimum Qualifications

Education and Experience: Bachelor's Degree in Urban Policy, Urban Planning, Public Policy, Public Administration, Real Estate Development, or other relevant program and three to five (3-5) years of related work experience; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job. Master's degree in public policy, social work, business or public administration or related fields preferred but not required.

Knowledge, Abilities and Skill

Knowledge: Knowledge of Massachusetts housing law, with knowledge of state and federal housing and community development programs (including HUD, CDBG and HOME programs) and interest in housing-related issues useful, but not essential.

Ability: Ability to meet and deal with the public effectively and appropriately; ability to handle problems and emergencies effectively; ability to communicate clearly, both orally and in writing; ability to operate a computer; ability to maintain confidential information; ability to maintain, manage, and organize records; ability to deal appropriately with City employees, City officials and members of the general public.

Skill: Excellent organizational skills; excellent data processing skill in the use of personal computers and office software including word processing, database, internet, and spreadsheet applications.

Work Environment

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours in response to attend evening meetings or complete work assignments.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills

Few physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. May also be

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some occasional lifting of objects such as office equipment and computer paper (up to 30 lbs.)

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a telephone, personal computer and/or most other office equipment including word processing, filing and sorting of papers.

Visual Skills

Visual demands require constantly reading documents for general understanding and analytical purposes.

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Position Title:	Housing Counselor/Case Manager	Grade Level:	NU11
Department	Office of Housing Stability	Date:	01/19/2018
Reports to:	Director of Housing Stability	FLSA Status	Exempt

Statement of Duties

Under the direct supervision of the Director of Housing Stability or their designee, the Housing Counselor/Case Manager will carry out constituent-based functions to assist residents with housing stability. The employee will also facilitate other emergency cases as needed referred by the Mayor’s office or other City Departments, and generally be an information resource to landlords and residents on a variety of issues related to housing issues and where necessary provide referrals for legal advice.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Assess the needs and status of the at-risk or displaced individual or family in order to determine the housing options and to facilitate access to other needed resources or services, in coordination with other City interdepartmental partners.
- Develop relationships and work with community based agencies, property managers, owners and landlords to facilitate housing placement for at-risk and displaced tenants.
- Develop relationships and work with staff from other City departments to coordinate housing and services for at-risk or displaced tenants.
- Provide information and referral services to City of Somerville residents seeking housing assistance by providing case management services to tenants who are at-risk of losing their housing or have been displaced.
- Regularly liaise and participate in case conferencing with Somerville Homeless Coalition’s Coordinated Entry Manager.
- Provide information and answer inquiries to landlords and tenants and other constituents concerning many aspects of landlord and tenant relations, including familiarity with tenant and landlord rights.
- Provide referrals to contracted providers regarding eviction prevention and assistance.
- Maintain client databases to track efforts and outcomes and produce required reports.
- Maintain up-to-date information and knowledge regarding tenancy preservation, homelessness prevention and housing placement resources offered by city, state and non-profit agencies.
- Performs related work as directed by Director of Housing Stability or their designee.

Supervision Required

Under general direction, employee plans and prioritizes the majority of work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions

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accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Accountability

The nature of the professional or technical work means that errors in analysis, techniques or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines or poor judgment could result in excessive costs, delay of service delivery, or legal repercussions to the municipality.

Judgment

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

Complexity

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

Nature and Purpose of Public Contact

Relationships are primarily with co-workers, the public, groups and/or individuals such as civic leaders, peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

Confidentiality

Employee has access to confidential information obtained during the performance of the regular duties of the position.

Recommended Minimum Qualifications:

Education and Experience:

Bachelor's Degree and three to five (3-5) years' experience in supportive housing programs; or any equivalent combination of education, training and experience which provides the required

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knowledge, skills and abilities to perform the essential functions of the job.
Licensed Social Workers (LSW) are strongly encouraged to apply.

Special Requirements:

Job duties may include attending some evening meetings.

Knowledge, Abilities and Skill:

Knowledge: Knowledge of and experience with strategies and programs geared toward maintaining and expanding affordable housing opportunities; knowledge of housing income certification process; strong knowledge of Microsoft Office Suite.

Abilities: Ability to meet and deal with the public effectively and appropriately; ability to handle problems and emergencies effectively; ability to communicate clearly, both orally and in writing; ability to operate a computer; ability to maintain confidential information; ability to maintain, manage, and organize records; ability to work independently and set priorities.

Skills: Excellent organizational skills; excellent data processing skills in the use of personal computers and office software including word processing, database management, internet and spreadsheet applications; strong skills in oral and written communication; excellent customer service skills. Bi-lingual or multilingual ability in Spanish, Portuguese, and/or Haitian-Creole is preferred but not required.

Work Environment

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours in response to attend evening meetings or complete work assignments.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills

Minimal physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. Work requires some agility such as moving in or about construction sites or over rough terrain. There may also be some occasional lifting of objects such as office equipment or photocopy paper (up to 30lbs.).

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a telephone, personal computer and/or most other office equipment including word processing, filing and sorting of papers.

Visual Skills

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Visual demands require constantly reading documents for general understanding and analytical purposes.

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Position Title:	Housing Intake Specialist	Grade Level:	NU12
Department:	Office of Housing Stability	Date:	01/19/2018
Reports to:	Director of Office of Housing Stability	FLSA Status:	Non-Exempt

Statement of Duties

Under the direct supervision of the Director of Housing Stability or their designee, the Housing Intake Specialist will be responsible for providing administrative support and client and program assistance.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Provides customer service to and serves as the primary contact for prospective and current applicants in the Housing Stability programs.
- Responsible for data entry and maintenance of client databases to track efforts and outcomes and produce required reports.
- Provide information to and answer inquiries from landlords and tenants and other constituents concerning many aspects of landlord and tenant relations, including tenant and landlord rights.
- Screen the needs and statuses of at-risk or displaced individuals or families in order for the Office of Housing Stability to determine housing options and to facilitate access to other needed resources or services.
- Provide information and referral services to City of Somerville residents and others seeking housing assistance via phone, in-person, by e-mail, at workshops, and through one-on-one counseling. Provide any other program marketing or outreach efforts with the highest level of customer service possible.
- Maintain up-to-date information and knowledge regarding tenancy preservation, homelessness prevention and housing placement resources offered by city, state and non-profit agencies.
- Help coordinate responses to housing emergencies and assist tenants with finding temporary and/or permanent housing, as directed.
- Develop relationships and work with community based agencies, property managers, owners and landlords to facilitate housing placement for at-risk and displaced tenants.
- Develop relationships and work with staff from other City departments to coordinate housing and services for at-risk or displaced tenants.
- Perform other duties as required by the Director or their designee.

Supervision Required

Under general direction, employee plans and prioritizes the majority of work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions

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accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor. Work is generally reviewed only for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the end result are not usually reviewed in detail.

Supervisory Responsibility

Position does not require the regular supervision of employees, but may supervise the work of volunteers or interns.

Accountability

The nature of the professional or technical work means that errors in analysis, techniques or recommendations would probably be difficult to detect. Consequences of errors, missed deadlines or poor judgment could result in excessive costs, delay of service delivery, or legal repercussions to the municipality.

Judgment

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

Complexity

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact finding techniques; or determining the methods to accomplish the work.

Nature and Purpose of Personal Contacts

Relationships are primarily with co-workers and the public involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve operating problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

Confidentiality

Employee has regular access to confidential information obtained during the performance of the duties of the position.

Recommended Minimum Qualifications

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Education and Experience: Associate's Degree and at least three (3) years' administrative experience; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Special Requirements:

- Job duties may include attending some evening meetings.

Knowledge, Abilities and Skill:

Knowledge: Some knowledge of and experience with strategies and programs geared toward maintaining and expanding affordable housing opportunities;; strong knowledge of Excel and Microsoft Office suite, knowledge of other design and communication software such as Photoshop, Illustrator, and social media applications is preferred; knowledge of and experience with housing income certification process preferred but not required.

Abilities: Ability to communicate effectively orally and in writing with other City departments, state and federal agencies, architects, contractors, developers, owners, supervisors, employees, and the general public; ability to exercise good judgment and focus on detail; ability to work as a team member and maintain project timelines; continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service to the public at-large.

Skills: This position requires strong skills in oral and written communication; excellent customer service skills. Bi-lingual or multilingual ability in Spanish, Portuguese, and/or Haitian-Creole is preferred but not required.

Work Environment

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours in response to attend evening meetings or complete work assignments.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills

Minimal physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as office equipment or photocopy paper (up to 30lbs.).

Motor Skills

Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, operating a telephone, personal computer

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and/or most other office equipment including word processing, filing and sorting of papers.

Visual Skills

Visual demands require constantly reading documents for general understanding and analytical purposes.