

Salary Schedule	MOU	Benefits
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City of Alameda
Code No. 6642
Approved by CSB
October 8, 2025

HOUSING SPECIALIST II

DEFINITION

Under general supervision, performs a variety of complex journey level work related to the Rent Program's administration of local housing law and regulations, including functions such as investigations, landlord and tenant outreach, research, referrals, and resolution of disputes; performs other related work as required.

DISTINGUISHING FEATURES

This is the journey level class in the Housing Specialist series. Work in the class is distinguished from that of lower classes within the series by the level of responsibility assumed and the complexity of duties assigned. Incumbents perform difficult and responsible duties and are required to be fully knowledgeable in all procedures related to assigned areas of responsibility. Incumbents may receive guidance and supervision from higher classifications as well as from management staff. Actual responsibilities may vary according to assignments.

EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Essential Duties

1. Performs complex varied work involved in the City's Rent Program.
2. May explain housing and Rent programs to renters and owners; may conduct landlord and tenant outreach; may notify tenants and landlords of their rights and responsibilities.
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4. May evaluate and process rent corrections, including calculations and required reimbursements.
5. Coordinates various projects activities or services as assigned.
6. Performs a variety of complex research regarding areas such as handling of caseloads and case histories; prepares various summaries and reports; maintains program integrity; investigates possible program violations.
7. Answers questions, explains rules and regulations, resolves problems, and receives and investigates complaints; may resolve landlord-tenant issues that may involve determining corrective action or referral to various social service programs.
8. Maintains various records or systems including computerized systems; enters and retrieves data; ensures reliability of database; performs other complex technical functions.
9. Conduct, attend, testify and advocate as appropriate at mediations, administrative hearings and court proceedings
11. Maintains knowledge of applicable laws and regulations.

Other Duties

12. May perform various field inspections, investigations and interviews to ensure compliance with Rent Ordinance and Rent Program regulations.
13. Perform related duties as assigned.

WORKING CONDITIONS

- Work is performed in an office setting.
- Occasional exposure to wet or humid conditions; extreme cold or extreme heat.
- Occasional exposure to fumes or airborne particles, and vibration.

- Noise level is usually moderate, ambient office sounds such as speaking, working office equipment, and software.
- May involve exposure to emotionally distressing situations and individuals in crisis.

PHYSICAL DEMANDS

- Sitting or standing for extended periods of time.
- Dexterity of hands and fingers to operate objects, controls, and/or tools such as but not limited to a computer, computer keyboard, and standard office equipment.
- Occasional lifting, pushing, or pulling of objects up to 25 pounds.
- Vision abilities or ability to interpret, read, and maintain various documents, such as case files and reports, in electronic and non-electronic formats.
- Reach with hands and arms; repetitive movements of hands or wrist; climb or balance; stoop, crouch, squat, crawl, walk; twist and bend from the waist.
- Hearing and speaking to present and exchange information and communicate in person and by telephone with clients and partners.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school. Bachelor's degree preferred.

Experience: Two years experience working with and assisting in the administration of local housing regulations, social services programs, property management, housing/building inspection or building maintenance.

Knowledge

Knowledge of principles and practices used in local housing regulations and/or social service programs; rules and regulations governing housing programs; modern office practices and procedures; modern office equipment including calculators and computers; applicable federal, state and local laws, codes and regulations including those related to fair housing, local housing codes, and guidelines enforced by the Department of Housing and Urban Development. Knowledge of applicable computer software and operating programs is desirable.

Ability

Ability to effectively perform assigned housing regulatory activities; perform both complex and routine housing regulatory work with speed and accuracy; operate a variety of modern office equipment including calculators and computer equipment; maintain and utilize designated specialized computer software, applications and operating systems; interpret, apply and explain complex policies, procedures, laws, codes and regulations; interpret and analyze information; prepare clear and concise reports; use initiative and exercise independent judgment; deal with complex and confidential information; effectively enforce rules and procedures; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; communicate effectively; establish and maintain effective working relationships with employees, clients, and the public; coordinate and schedule the work of staff and contractors.

R: 10/8/2025

NCW: Human Resources Department

10/1/2025 [https://alamedacagov.sharepoint.com/teams/hr/Shared Documents/SPECS/Pending CSB Approval/2025 Meeting Specs/2025-10-08/Housing Specialist II - Clean.docx](https://alamedacagov.sharepoint.com/teams/hr/Shared%20Documents/SPECS/Pending%20CSB%20Approval/2025%20Meeting%20Specs/2025-10-08/Housing%20Specialist%20II%20-%20Clean.docx)