Human Resources
505.468.1500
415 Silver, 5th Floor
Albuquerque, New Mexico 87102
HR@bernco.gov
www.bernco.gov

Housing Program Assistant II

JOB CODE	JOB FAMILY	PROFILE
JCV317	**Health and Social Services**	**Housing Program Assistant II**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$18.60 - $26.50**	**April 10, 2026**

The Housing Program Assistant II, under supervision, interviews applicants, issues vouchers, and maintain records, plus other tasks in the support of the rental housing subsidy programs.

Job Description

DUTIES AND RESPONSIBILITIES

- Interviews program applicants and participants to obtain information needed to complete application documents or annual/interim re-certification processes.
- Collects rent and coordinates recordkeeping and deposits with the fiscal staff.
- Assists with follow up on complaints in both public housing and Section Eight subsidized housing and work with relevant program employees to correct.
- Researches and interprets Section Eight and Public Housing Standard Regulations and explains the standards and procedures to applicants, tenants and landlords.
- Maintains and updates all tenant files and other records of both public housing and rent-subsidy programs.
- Provides team leadership for Housing Program Assistant I staff.
- Provides administrative support as needed.
- Composes correspondence as needed.

- Responds to emails and phone calls.
- Maintains confidentiality of all persons served.
- Performs other job-related duties as required or assigned.
- *The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.

MINIMUM QUALIFICATIONS

- High school diploma or GED.
- Four (4) years of work experience and/or post-secondary education utilizing writing skills, use of a computer for record keeping and word processing, file management and interaction with the public. One (1) of the four (4) years of experience must be as a housing program assistant.
- Must possess certification/education in the following skill sets; correctly determine family eligibility for the HCV Program, perform required occupancy activities for families participating in the HCV Program, and calculating rent for families participating in the HCV Program.
- Certificate of completion in an eight (8) hour customer service course.
- Proficiency in information systems and accuracy in data entry and retrieval of information is required.
- Knowledge of recordkeeping, word processing, file management, and standard office procedures and policies.
- Ability to interpret Section Eight Housing subsidy eligibility standards.
- Ability to communicate effectively in both oral and written English.
- Ability to establish and maintain effective relationships with supervisors, co-workers, and the general public.

*Any equivalent combination of related education and/or experience may be considered for the above requirements.

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Duties are performed indoors.
- Indoor duties are performed in both temperature-controlled and non-temperature-controlled environments.
- Indoor duties are performed on an even dry surface, which may be carpeted or tiled.
- Indoor duties may require climbing and descending staircases.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes telephone, computer terminal, computer printer, computer keyboard, photocopy machine, fax machine and calculator.
- Materials and products handled in the course of performing essential duties include files, forms, clipboards, manuals, books and a wide variety of basic office supplies.

Additional Description

This job profile is classified as safety-sensitive. Employees with safety-sensitive job profiles are subject to pre-employment, reasonable suspicion, post-accident, return-to-duty, and random drug & alcohol testing in accordance with the organization’s Drug and Alcohol Testing Policy.

Duties that require a Commercial Driver’s License (CDL), firearm(s) use, or are otherwise regulated under the Federal Aviation Administration (FAA), Federal Motor Carrier Safety Administration (FMCSA), or the Omnibus Transportation Employee Testing Act, are subject to all applicable federal drug and alcohol testing requirements. Employees in these federally regulated positions must comply with all DOT testing procedures, including enrollment in a DOT-compliant random testing pool.