Human Resources
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Housing Program Assistant III

JOB CODE	JOB FAMILY	PROFILE
JCV422	**Health and Social Services**	**Housing Program Assistant III**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Hourly	**$21.15 - $30.13**	**April 10, 2026**

The Housing Program Assistant III, assists in the coordination of housing quality standards required by HUD for Section Eight and other assisted housing 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.
- Follows up on complaints in both public housing and Section Eight subsidized housing and works 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.
- Maintains tenant records as required by HUD policy and regulations and performs an interim annual review to determine continuing eligibility.
- Creates reports in relation to tenant applicants and related information.

- Researches and compiles information necessary for delivery of services for Section Eight and other housing programs.
- Conducts audits in relation to tenant files and audits.
- Assists with peer mentorship with Housing Program Assistant II staff.
- Maintains confidentiality of all persons served.
- Follows ethical standards when handling persons served or employee documentation.
- Trains assigned personnel, as needed, in accordance with housing program guidelines or as directed by supervisor/department director.
- 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

- Associate Degree in Business or related field.
- Three (3) years of job-related administrative experience. Two (2) of the three years must be as a housing program assistant.
- Must possess a minimum of 30 hours of coursework in a pre-approved Housing Course(s).
- Certification of completion of an eight (8) hour professional development course.
- Certificate of completion of a sixteen (16) hour supervisory training course.
- Proficiency in information systems and accuracy in data entry, retrieval and utilization of information is required.
- Ability to provide team leadership.
- Knowledge of federal, state, and local laws as they pertain to tenant and landlord relations.
- Ability to interpret and apply the rules and regulations of HUD assisted living programs.
- Ability to interpret rental housing occupancy laws.
- Ability to communicate effective in both oral and written English.
- Ability to establish and maintain effective relationships with supervisors, subordinates and the general public.

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.