

**MR # 000075  
POSITION DESCRIPTION  
COVER SHEET**

**REASON FOR THIS POSITION**

1. NEW <input checked="" type="checkbox"/>	2. IDENTICAL ADDITION TO THE ESTABLISHED PD NUMBER (8) <input type="checkbox"/>	3. REPLACES PD NUMBER (8) <input type="checkbox"/>
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**COMMENDED**

4. TITLE <b>Housing Program Assistant</b>	5. PAY PLAN (2) <b>GS</b>	6. SERIES (4) <b>303</b>	7. GRADE (2) <b>7</b>
8. WORKING TITLE (Optional)	9. INCUMBENT (Optional)		

**OFFICIAL**

10. TITLE <b>Program Assistant</b>						
11. PP (2) <b>GS</b>	12. SERIES (4) <b>0303</b>	13. FUNC.(2)	14. GRADE(2) <b>7</b>	15. DATE (mm/dd/yyyy) <b>09/22/97</b>	16. I/A <input type="checkbox"/> Yes <input type="checkbox"/> No	17. CLASSIFIER (Name) <b>Bill Rice</b>

**18. ORGANIZATIONAL STRUCTURE (Agency/Bureau)**

1st Department of Housing & Urban Development	5th
2nd Assistant Secretary for Housing-FHC	6th
3rd Deputy Assistant Secretary for Multifamily Housing Programs	7th
4th Multifamily HUBS	8th

**SUPERVISOR'S CERTIFICATION**

I certify that this is an accurate statement of the major duties and responsibilities of the position and its organizational relationships and that the position is necessary to carry out Government functions for which I am responsible. This certification is made with the knowledge that this information is to be used for statutory purposes relating to appointment and payment of public funds and that false or misleading statements may constitute violations of such statute or their implementing regulations.

19. SUPERVISOR'S SIGNATURE <i>/s/ Nicolas P. Retsinas</i>	20. DATE <b>9/19/97</b>	22. SECOND LEVEL SUPERVISOR'S SIGNATURE <i>/s/ Lily Lee</i>	23. DATE <b>9/19/97</b>
21. SUPERVISOR'S NAME AND TITLE <b>Nicolas P. Retsinas, Assistant Secretary for Housing -FHC</b>		24. SECOND LEVEL SUPERVISOR'S NAME AND TITLE <b>Deputy Assistant Secretary for Multifamily Housing Programs</b>	

**FACTOR EVALUATION SYSTEM**

FACTOR	25. FLD/BMK	26. POINTS	FACTOR	25. FLD/BMK	26. POINTS
1. Knowledge Required			6. Personal Contacts		
2. Supervisory Controls			7. Purpose of Contacts		
3. Guidelines			8. Physical Demands		
4. Complexity			9. Work Environment		
5. Scope and Effect			<b>27. TOTAL POINTS</b>		
<b>28. GRADE</b>					

**CLASSIFICATION CERTIFICATION**

I certify that this position has been classified as required by Title 5, U.S. Code, in conformance with standards published by the OPM or, if no published standard applies directly, consistently with most applicable published standards.

29. SIGNATURE <i>/s/ Bill Rice</i>	30. DATE <b>9/22/97</b>
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**NAME AND TITLE**

**PMS, OHR, Personnel Policy Division**

32. REMARKS <b>US OPM PCS for the GS-303 Series of 1/79, TS-34. Analogous Grade Level Criteria, US OPM PCS for the GS-318 Series of 1/79, TS-34</b>	33. OPM CERTIFICATION NUMBER
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PROGRAM ASSISTANT  
OFFICE OF DIRECTOR, MULTIFAMILY HUB  
GS-0303-7

## INTRODUCTION

The incumbent of the position is located in the Multifamily Hub and is supervised by and responsible to the Multifamily Hub Director who assigns work in general terms of overall objectives and results desired. The incumbent serves as a technical assistant for providing administrative support to the Multifamily Hub Director, the Operations Officer and Support Team.

## MAJOR DUTIES AND RESPONSIBILITIES

The position requires the performance of a variety of complex duties. The incumbent is knowledgeable of a wide range of policies and procedures for the origination and servicing of the FHA multifamily mortgage insurance programs, the Section 202 and 811 Capital Advance programs and the Section 8 Project Based programs.

1. The incumbent receives telephone calls and visitors for the Multifamily Hub Director and Operations Officer. Through the incumbent's knowledge of HUD functions and organization, tactfully screens incoming calls and answers questions on complex but non-technical matters or refers them to the appropriate Team member. Recognizes inquiries on matters of policy or technical nature requiring personal attention of the Multifamily Hub Director and keeps the Director informed of all matters which will eventually require a decision. Arranges conferences and meetings, including space, time and staff. Receives and reviews all incoming mail. Types necessary forms on recommended personnel actions for the Team.
2. Provides information of HUD application procedures to applicants and others in response to telephone calls, letters and personal inquiries. Participates and assists in preapplication conferences with mortgagees, sponsors, developers, officials of State Agencies, Non-Profits and HUD staff. Explains processing procedures and submission requirements for various multifamily housing programs (e.g. nature of information required, fee structure at various stages of processing, appropriate forms, etc.).

3. Initiates correspondence, such as acknowledgment letters, requests for additional information and transmittal memorandums filling in references, dates, citations from manuals, regulations, etc., which requires researching and extracting from files and records. Prepares materials in final form, assembles material, with necessary attachments, routes material for appropriate distribution. Conducts appropriate follow-up.
4. The incumbent prepares requests for reservations and Congressional clearances for HUD programs; typing of Notification of Approval Letters, SAMA Letters, Conditional and Firm Commitment, Section 202/811 Packets, etc.
5. Maintains Time and Attendance Reports.
6. The incumbent serves as the data base manager for the appropriate Multifamily systems in accordance with system procedures and handbooks. Monitors the quality of data on a regular basis on behalf of the Multifamily Hub Director and Operations Officer to ensure that multifamily management data is accurate, complete, current and timely. Evaluates systems effectiveness and recommends systems improvements to the Multifamily Hub Director and Operations Officer. Actively resolves operational problems as necessary.
7. Ensures that all system users are aware of system capabilities and that each system is being used to its maximum potential. Provides training when needed.
8. Designs and implements alternatives or improved formats for organizing information and for the most effective means of information retrieval.
9. Retrieves information from the computer systems for the Multifamily Hub Director and Operations Officer.
10. The Program Assistant serves as the control point for Team activities

and responsibilities. Establishes and maintains logs and controls to assure timely accomplishment of work and goals.

11. Prepares various program and administrative reports, computer generated reports, charts and status reports on multifamily projects as needed and requested by the Multifamily Hub Director and Operations Officer.

12. The incumbent is responsible for respecting the customer, and demonstrating that respect through courteous treatment; directing customers and correspondence to the appropriate party and offering to provide additional assistance; providing quality products through simple communication, following-up and reaching out to the client; and providing timely service and results which are monitored by soliciting feedback from customers. Quality customer service is a fundamental responsibility of the position.

13. The incumbent functions in a "team" environment, offering and providing assistance as necessary and working cooperatively with others in order to complete work assignments and attain goals. Positive and effective teamwork as demonstrated through cooperation and coordination with other staff members is paramount in the effective delivery of HUD programs.

Performs other duties as assigned.

NOTE: All HUD personnel will comply with safety regulations occupational safety and health standards, and other safety directives and orders.

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FACTOR 1 -- KNOWLEDGE REQUIRED

1. Detailed knowledge of the FHA multifamily mortgage insurance and

the duties of the position require proficiency of office automation.

2. Knowledge of the multifamily housing mission, structure, and organizational relationships and their inter-relationships between the many programs and funding support functions as they are applied within HUD.
3. Ability to make formal and informal presentations; ability to communicate with diverse partners and customers both orally and in writing.
4. Ability to work independently and within a team concept.

#### FACTOR 2 -- SUPERVISORY CONTROLS

The Program Assistant reports directly to the Multifamily Hub Director and receives assignments from the Multifamily Hub Director and Operations Officer. The incumbent independently performs routine assignments following established procedures. The Multifamily Hub Director and Operations Officer provide additional and specific instructions for new, difficult and/or unusual assignments. Work product is reviewed for accuracy by the Multifamily Hub Director and Operations Officer.

#### FACTOR 3 -- GUIDELINES

Standard reference books, HUD manuals, dictionaries, HUD releases and guidelines are available as needed for reference purposes. In order to accomplish the desired results, the incumbent is expected to consult these reference books as well as a large body of unwritten policies, precedents and practices which are not completely applicable to the work and are not specific and which deal with matters relating to judgment, efficiency and relative priorities rather than with procedural concerns.

#### FACTOR 4 -- COMPLEXITY

The incumbent of this position requires the application of a practical knowledge of HUD multifamily housing and must make sound decisions and judgments on a variety of complex problems. The incumbent must apply knowledge, reason and logic commensurate with his/her grade to arrive at a reasonable, workable and good decision. His/her daily and routine actions are based on sound judgment and usually accepted without detailed justification.

Incumbent must be able to work effectively with all levels of the office staff in order to promote harmonious cooperation between specialists.

#### FACTOR 5 -- SCOPE AND EFFECT

The responsibilities assigned to this position are for the purpose of developing and managing the HUD multifamily housing portfolio. The position serves as the principal focal point for HUD clients in the development and management of HUD's multifamily housing programs. The incumbent informs the public of programs and initiates the processing of applications for multifamily housing programs. Services and recommendations emitting from this position are comprehensive because of their effect on clients. Approval or disapproval of an application, the restriction or termination of projects, legal actions, and the overall success or failure of the Department's objectives are involved.

#### FACTOR 6 -- PERSONAL CONTACTS

Personal contacts include visitors from other offices within the Department of Housing and Urban Development, representatives of Public Housing Authorities, city governing bodies, legal aids, sponsors, mortgagees, community groups, and professional groups. The incumbent has extensive working relationships with people doing business with the Department such as sponsors, contractors, architects, mortgagees, residents, and local governmental officials, and must use a high degree of tact in his/her contacts and professional judgment.

#### FACTOR 7 -- PURPOSE OF CONTACTS

Contacts are to advise on multifamily housing programs and policies; to provide technical assistance, exchange information, resolve differences, and serve to enhance Department public relations; to give and obtain information; to set up meetings or arrange travel; and to coordinate and ensure the release of correspondence and reports within required deadlines.

#### FACTOR 8 -- PHYSICAL DEMANDS

This position places no physical demands on the employee. The work includes some walking, standing, bending and carrying of light items such as paper and books.

#### FACTOR 9 -- WORK ENVIRONMENT

The work of this position involves the normal risks and discomforts typical of an office environment. Occasional travel may be required.

PROSUP.

Last updated 07/25/97 10:09:ss am