



PROGRAM SERVICES INTAKE CLERK

POSITION CLASS:

AFSCME Local 496.00

HIRING AUTHORITY:

Planning

JOB SUMMARY:

Under direction, performs duties related to client intake and eligibility related to homeowner rehabilitation program and Weatherization program activities. Duties will include reviewing and determining client eligibility for assistance under the Genesee County Home Improvement Program and Weatherization Program activities following federal and state guidelines. Will perform general clerical tasks and other related items. Work is performed under general supervision of the program Division Manager; performs related duties as required.

ESSENTIAL JOB DUTIES AND FUNCTIONS:

- Acts as the initial point of contact and provides eligibility guidance for homeowners interested in the Genesee County Home Improvement Program and Weatherization Program.
- Collects and reviews required homeowner eligibility documentation.
- Prepares contracts and closing documentation for homeowners and contractors.
- Processes legal documents, contracts, records of mortgages.
- Coordinates appointments and meetings with the homeowners.
- Performs general data input and word processing functions of the department.
- Takes and transcribes minutes and compiles agenda for a departmental committee.
- Works closely with the Program Services Specialist throughout the process from intake to final project closeout.

The above statement of Essential Job Duties and Functions is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all the duties an employee assigned to this class may be required to perform.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of state and federal requirements related to housing eligibility and weatherization program requirements.
- Knowledge of simple contracts.
- Ability to establish and maintain good working relationships with clients, the public and other employees.
- Ability to understand and follow complex oral and written directions.
- Ability to make decisions in accordance with laws, ordinances, regulations, and established procedures.
- Ability to use judgment, tact and courtesy when working with the public and officials.
- Ability to attend work regularly and work under stressful conditions.
- Ability to take notes of meetings and retain general meaning.
- Participates in staff development and training activities related to program responsibilities.
- Ability to work independently, collaboratively and respectfully in a complex, multicultural work environment that values diversity, equity and inclusion.

MINIMUM QUALIFICATIONS:

The candidate must have a minimum of 1 year providing housing/homeowner eligibility program guidance

-AND-

A minimum of two (2) years of clerical experience.

PREFERRED QUALIFICATIONS:

Prefer some experience with compliance related to federal and state regulations.



PHYSICAL REQUIREMENTS:

- Must be able to perform Essential Job Duties and Functions with or without reasonable accommodations.

Anita Baltych ^{AP} signed & permitted
Human Resources Director

Established: January 2026