

Position Classification Standards for Directly Operated Projects

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INTRODUCTION

This revised Bulletin No. 21 is the result of a classification survey made cooperatively by the regions and the Central Office. A draft of the bulletin was written on the basis of information acquired by sending questionnaires to the projects and by field studies and was sent to the regions for comments. Many changes were made as a result of the comments received.

Many specifications included in a draft of the bulletin have been withdrawn. Sewage treatment and water pumping station operators have been combined with other classes sufficiently alike to permit the use of a common title. In other cases, the draft specifications had been prepared on the basis of very little material and since little additional information was received, it was assumed the specifications were of limited applicability. However, specifications for certain classes in the Project Services and the Account Clerks and Accountant series have been retained even though the information is still scanty.

It was agreed that the primary factor for allocating general housing manager, housing manager, maintenance superintendent, and engineer positions is the number of units. The grades have been increased for the entire maintenance superintendent and engineer series and some adjustments have been made in the class intervals and in the title structure of the general housing managers and housing managers series.

It was also agreed that the variable proposed for manager series, namely, variations in types of dwelling units and extremely difficult problems in tenants and public relationships and the variables proposed for maintenance superintendents and engineers, namely, variety of dwelling types and complete centralized responsibility for utility systems, heating plants, etc., were the only ones which add measurably to their responsibilities and represent basic differences between positions affected by these factors and those that are not.

The suggestions that deviations from the basic grades should be made on account of a variety of dwelling types or centralized services only when the numbers of units is in excess of the midpoint of the dwelling unit range for the class (for example 300 units would be considered the midpoint of the 201-400 unit range) was decided upon as the principle in applying the variables. Proposals for deviations based on extremely difficult public or tenant relationships should be submitted for prior approval of the Central Office Personnel Division and Management Branch.

A few suggestions regarding additional variables such as the rate of personnel turnover and the restricted labor market, climatic peculiarities, percentage of occupancy, delinquent accounts, tenant turnover, school problems did not receive much support from the other regions.

The rate of personnel turnover and the tight labor market provide complications, but not to the extent that would justify an additional grade because the Regional Personnel Office and Management Staff lend considerable assistance in the recruiting and training processes, and because personnel administration including training of project personnel is a normal responsibility of all Managers.

Climatic peculiarities are not valid as variables unless the projects are located outside of continental United States or the work involves physical hardships because of climate or location or the hazards are excessive when compared with that usually involved in positions of the same character. In the event of the latter, full supporting material should be submitted to the Central Office Personnel Division for prior approval. The 25 percent differential only may be authorized for positions outside of the continental United States.

Problems raised by low occupancy, delinquent accounts and tenant turnover on projects in active status are so closely related to the normal day to day responsibilities of a manager as to not merit additional compensation.

Where projects have been partly or permanently closed awaiting disposition, the grade of the manager and superintendent would be based largely on the number of active units.

The position responsible for all operations of a single project reporting to the regional office or the General Housing Manager shall be called "housing manager". When the housing manager requires a full time assistant in planning, organizing, coordinating and supervising the operation of the project and to serve in the absence of the manager, that position shall be called "Assistant Housing Manager". The title of General Housing Manager will be used for the position responsible for planning, organizing and coordinating and supervising all activities of a project consolidated for management purposes. His full-time assistant shall be called "Assistant General Housing Manager".

The writing of specifications for the accounts clerks and accountant series has been complicated by several factors, some of which are: the extent to which accounting functions are to be centralized to the project level, the lack of information concerning accounting functions on constituent sites as against accounting work on single projects or those consolidated for management purposes, the absence of work load data indicating how many units require how many accounts clerks and at what point is a qualified accountant required.

It is our present feeling that on constituent sites, the bookkeeping duties can usually be performed by clerks responsible for other duties as well. We are also doubtful that the accounting work on even the largest projects could be validly classified at CAF-11. However, in order to provide some guides, we have drafted the specifications after considering all material that could be obtained and have indicated an alternate grade for each class beginning with accounts clerk CAF-6. We feel this is necessary since specific standards cannot be written at the moment. We hope this situation will be only temporary and will continue only until more definite and realistic specifications can be written.

The qualification statements have been written in terms of desirability and should not be considered as restrictive.

Where decreases would result from applying the specifications, it is suggested that action be withheld during the tenure of the present incumbent.

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ACCOUNTS CLERK, CAF-3

GENERAL STATEMENT:

Performs a variety of routine duties involved in the maintenance of tenant ledgers, collection of project revenue and preparation of accounting forms and reports at the project site or consolidated office; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

This is the first level of account clerk positions and may be characterized by the performance of simple bookkeeping duties in accordance with well-defined procedures. Positions in this class perform a variety of simple clerical tasks in addition to the maintenance of tenant ledgers or as required, such as filing, typing, answering phones for a minor portion of the time. Work is subject to close review, either during progress or through summary statements and reports. Employees may operate a bookkeeping machine in posting accounts.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Receipts for all project funds and posts monthly rent charges.
2. Maintains cardex files on tenants and other general files, and types public vouchers for purchase (Form 1047).
3. Receives complaints from tenants and refers such complaints to the maintenance department.
4. Prepares daily statement of operations and notices of intent to vacate.
5. Assists with the collection of tenant rent; preparation of payrolls, certificates of deposit, and schedules of collections; and compilation of trial balance figures.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

A working knowledge of and ability to apply elementary bookkeeping principles and practices.

2. Experience and training:

Experience in general office procedure and training equivalent to graduation from high school and, preferably, a course in bookkeeping.

3. Other

Sense of responsibility in having custody of public funds.

ACCOUNTS CLERK, CAF-4

GENERAL STATEMENT:

Serves as bookkeeper on a project of average size with responsibility for the maintenance of books of accounts, collection of project revenue, and the preparation of accounting forms and reports; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

This class of positions represents the performance level of account clerks and, as such, performs all bookkeeping duties under the general supervision of the Housing Manager. Work is performed in accordance with established accounting procedures, and is subject to a general review upon completion of summary statements, trial balances, and other bookkeeping reports.

Positions at this level may participate in general administrative and routine management activities for a minor portion of the time, such as, relieving the Housing Manager of office details or handling routine tenant complaints; and may assume additional responsibilities in the absence of the Housing Manager.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Maintains books of accounts or other fiscal records reflecting project income and expense.
2. Prepares various documents, such as, purchase orders, requisitions, vouchers, bills of lading, receiving and inspection reports, rental and security deposit refunds and transfers, reviewing them upon completion for compliance with proper procedure.
3. Effects execution of leases and furnishes prospective tenants with information concerning rental charges, services and facilities provided, conditions and terms of tenancy; and consults and advises tenants regarding complaints.
4. Makes small purchases from agent-cashier's fund, preparing and typing vouchers for reimbursement of the fund.
5. Maintains or supervises the maintenance of general office files, and assists the Housing Manager in the preparation of the budget.
6. Maintains personnel and payroll records, and prepares the payroll periodically.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Good knowledge of and ability to apply bookkeeping principles and practices, and to follow the Accounting Manual of Instructions.

Accounts Clerk, CAF-4

Ability to make computations and tabulations; to compile and prepare fiscal reports; to exercise good judgment and some initiative in the performance of work.

2. Experience and training:

Experience in bookkeeping, handling of funds, and dealing with personnel, and training equivalent to graduation from high school, including courses in business administration.

3. Other

Sense of responsibility in having custody of public funds.

ACCOUNTS CLERK, CAF-5

GENERAL STATEMENT:

Maintains, or supervises the maintenance of books of accounts for a single or a consolidated project of between 400 and 800 units; collects project revenues, and prepares all accounting forms and reports; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Characteristic of positions in this class, as distinguished from the class below, is the responsibility for all bookkeeping activities usually on two or more project sites of a consolidated project composed of between 400 and 800 units, including the review and examination of all ledgers, records and reports maintained on the separate sites, and supervision and training of new employees in bookkeeping procedures. Employees in this class follow well-defined accounting procedures and function under general supervision, and their work is subject to a general review by the Housing Manager.

This class of positions may function under an Accountant on a consolidated project and assist in the verification and accountability of revenue for several project sites; or be responsible for supervising a large group of account clerks on a large single project.

Supervision of clerks or account clerks is usually found at this level.

Positions at this level may participate for a minor portion of the time in a number of administrative activities.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Maintains, or supervises the maintenance of daily bookkeeping records and tenants' ledgers, prepares adjustments, computes utilities charges and pro-rates rent charges.
2. Maintains budget controls and cost analysis records, and assists in the preparation of the budget.
3. Prepares, or supervises the preparation and submission of monthly and yearly reports, preparation of payroll vouchers and supporting documents, and miscellaneous expense vouchers.
4. Supervises any reconciliation of Tenants Ledgers with control accounts.
5. Prepares and maintains files on all documents affecting personnel, property and inventory control reports.
6. Reconciles daily statement of operation for several project sites, and maintains a running monthly recapitulation for use in the preparation of monthly fiscal reports.

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Accounts Clerk, CAF-5

STATEMENT OF QUALIFICATIONS:1. Knowledges, skills and abilities:

Considerable knowledge of bookkeeping principles and practices, and knowledge of and ability to follow the Accounting Manual of Instructions.

Ability to make computations and tabulations with accuracy; to solve complex bookkeeping problems; to compile reports; to make difficult reconciliations; to plan, organize and review the work of others.

2. Experience and training:

Experience in bookkeeping, handling of funds, and in a responsible supervisory capacity.

Training equivalent to graduation from high school supplemented by a commercial course or one year of business college.

3. Other

Sense of responsibility in having custody of public funds.

ACCOUNTS CLERK, CAF-6, 7

GENERAL STATEMENT:

Supervises the maintenance of all cost records and books of accounts, including the collection and accountability for all project revenue on projects totaling between 800 and 1600 units; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Characteristic of positions in this class is the responsibility for all bookkeeping activities on a single project or group of project sites composed of between 800 and 1600 units. The positions may be distinguished from the third class of Account Clerk positions in size of project, i. e., responsibility for between 400 and 800 units, and in number of account clerks supervised.

As necessary, this class of positions may assist in the installation of systems of accounts and records covering every activity involved in the operation, management and maintenance of the project, including expendable and non-expendable property records.

Very little supervision is required at this level and work is performed in accordance with established accounting procedures, subject only to a general or administrative review.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Supervises the receipt of rental and other collections on all project sites, with responsibility for the maintenance of all records pertaining thereto in accordance with accounting and management regulations.
2. Installs systems, records, and accounts on the project in accordance with instructions from the Regional Accountant, trains, directs and assists personnel in their proper maintenance.
3. Maintains cost records and accounts covering operation and maintenance activities, budgetary allotments, and classification of expenditures according to account numbers.
4. Purchases supplies and materials for the repair and maintenance of buildings, plumbing, heating and electric systems, grounds, and other necessary expenditures.
5. Prepares, or supervises the preparation of all payrolls, purchase orders, requisitions, vouchers and other related documents for a number of project sites, with responsibility for compliance with regulations, contract requirements and other pertinent controls.
6. Confers and advises with the Housing Manager on problems pertaining to management, and in his absence, assumes all responsibility pertaining to management.

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Accounts Clerk, CAF-6, 7

STATEMENT OF QUALIFICATIONS:1. Knowledges, skills and abilities:

Thorough knowledge of bookkeeping principles and practices, and knowledge of and ability to follow the Accounting Manual of Instructions.

Ability to make computations and tabulations with accuracy; to **solve complex** bookkeeping problems; to compile reports; to make **difficult reconciliations**; to plan, organize and review the work of others.

2. Experience and training:

Experience in bookkeeping or business administration, in handling funds, and in a responsible supervisory capacity.

Training equivalent to graduation from high school and completion of a bookkeeping course, or at least one year business college.

3. Other

Sense of responsibility in having custody of public funds.

ACCOUNTANT, CAF-8, 9

GENERAL STATEMENT:

Supervises, directs and is responsible for all accounting functions performed on projects totaling between 1600 and 3500 units; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Characteristic of positions in this class is the responsibility for the accuracy, propriety and completeness of all books of accounts, cost and control records, and reports; for the accountability for all project revenue on a large project site, or group of project sites consolidated for management; and for serving as adviser to the General Housing Manager or Housing Manager on all accounting policies affecting the operation of a project.

This class of accountant positions may be distinguished from the class above by the size of the project, i.e., over 3500 units and in the number of clerks or account clerks supervised which may vary in accordance with size and number of project sites.

Positions allocated to this class are delegated the responsibility for making all decisions within established accounting policies and procedures affecting accounting activities on a project, and work is subject to the Housing Manager's review for conformance to over all policies and procedures.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Supervises and directs the preparation of purchase orders, requisitions, miscellaneous obligation records and vouchers in payment of services and materials, reviews prepared documents prior to execution by the Housing Manager.
2. Supervises the preparation of regular and special reports and statements, such as summary of daily time reports, vehicle operation reports, etc., and reviews all monthly summary statements of operation, Schedules of Collections and Certificates of Deposit for a large number of consolidated projects.
3. Assists with and directs the computation and preparation of all payrolls for the consolidated projects.
4. Prepares, or directs the preparation of detailed reports from the cost records for use in estimating budget requirements; and personally administers the Agent-Cashier fund, performing necessary bookkeeping duties and preparing the monthly report on this account.
5. Directs and supervises the maintenance of cost records and accounts, covering in detail every activity involved in the operation, management and maintenance of the several projects.
6. Supervises and reviews the work performed by account clerks of the several projects.

Accountant, CAF-8, 9

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Knowledge of the principles and practices of governmental and commercial accounting and a knowledge of cost accounting methods and procedures. Ability to interpret and effectively carry out oral and written instructions; to handle large sums of money; to plan, coordinate and supervise the work of a number of employees.

2. Experience and training:

Experience in accounting work and in a supervisory capacity.

Training equivalent to graduation from college with specialized courses in accounting.

ACCOUNTANT CAF-10, 11

GENERAL STATEMENT:

Supervises, directs, and is responsible for all accounting functions performed on extremely large projects, and composed of a large number of consolidated sites; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Characteristic of positions in this class is the responsibility for the accuracy, propriety and completeness of all books of accounts, cost and control records, and reports; for the accountability for all project revenue; for serving as fiscal adviser to the Housing Manager and Assistant Managers on all accounting policies affecting the operation of the project; and for serving as administrative head of a large area Accounting Division.

This class of position may be distinguished by the responsibility for initiating policies and procedures to adequately provide complete accountability on projects, which due to size and geographic location, present unique problems affecting the operation of a project.

The tremendous increase in size of project and number of consolidated project sites increases proportionately administrative responsibilities of accountants in this class, such as direct and indirect supervision of an extremely large staff, reconciling many records, preparing composite financial statements and budgets.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Serves as fiscal adviser to the Housing Manager, consulting with him on all major or unusual accounting problems, and provides the Housing Manager with the accounting information necessary for the control of project operations.
2. Interprets accounting policies and procedures and is responsible for their application to the particular area.
3. Supervises, directs, and coordinates all accounting activities for a considerable number of project sites.
4. Periodically analyzes and reviews policies and procedures to determine their effectiveness and need for revision, and initiates procedures to meet the requirements of the many projects under his jurisdiction and to improve work performance of the staff.
5. Administratively supervises the installation of all record systems and the maintenance of all accounting records for the area.
6. Develops and supervises the installation of accounting and cost control systems for a large group of project sites.
7. Administratively examines and approves all vouchers, payroll, and other accounting documents.

Accountant, CAF-10, 11

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Comprehensive knowledge of the principles and practices of large scale modern governmental and commercial accounting, thorough knowledge of cost accounting methods and procedures.

Ability to interpret and effectively carry out oral and written instructions; to initiate and develop operating procedures; to handle extremely large sums of money; to plan, coordinate and supervise the work of an extremely large number of employees.

2. Experience and training:

Extensive experience in professional accounting work and in a responsible supervisory capacity.

Training equivalent to graduation from college with specialized courses in accounting and auditing.

HOUSING MANAGER

<u>Dwelling Units</u>	<u>Classification Grades (Basic)**</u>
* 201 - 400	CAF-7
401 - 800	CAF-8
801 - 1600	CAF-9
1601 - 3500	CAF-10
over 3500	CAF-11 or 12

* For under 200 units see Management Aide series.

** For single projects the Manager of which reports direct to the regional office. Use the same table as for the General Housing Manager and the same variables mentioned under the Distinguishing Features of the Class for that series.

GENERAL STATEMENT:

Responsible for, within prescribed policies and procedures, the management operation and maintenance activities of a single project which may be part of a project consolidated for in management purposes or which may exist as an independent project the manager of which reports direct to the regional office.

DISTINGUISHING FEATURES OF THE CLASS:

Incumbents of positions in this class are either under the supervision of a General Housing Manager responsible for the consolidated project, or the regional office; in the latter case the responsibilities of the Housing Manager are similar to those of a General Housing Manager.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Determines types of project services and recreational activities required on a project, and takes necessary action to stimulate and encourage the development of such activities.
2. Contacts local social agencies and officials of surrounding communities regarding services for the site, as directed by the Housing Manager.
3. Investigates and adjusts the most serious tenant complaints.
4. Formulates and exercises control over budgets.
5. Interviews and selects applicants for positions, and initiates, and conducts training programs for members of the staff.
6. Confers with officials of nearby war plants regarding the needs for accommodations and the eligibility of prospective tenants.

Assistant Manager

7. Assigns maintenance personnel in making all necessary repairs and keeping the buildings and equipment in good and serviceable condition, and inspects completed maintenance work.

8. Makes regular inspection of grounds to insure attractive and sanitary conditions.

9. Participates in or supervises:

- a. The preparation and review of required reports.
- b. The interviewing of applicants for units.
- c. Inspection of unoccupied units to determine necessity for repairs, painting, etc.
- d. Collection and deposit of rents.
- e. Maintenance of all bookkeeping and cost records.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Familiarity with administrative and business practices, and with the management program and policies of the Authority.

Ability to carry on harmonious relationships with residents; to organize and work with small groups to stimulate and encourage social, civic, and recreational activities; to supervise a small number of clerical and maintenance personnel, to prepare reports.

2. Experience and training:

Experience similar to that gained as a Management Aide or in a position requiring some or all of the following features: contacts with the public; stimulation and coordination of community activities; knowledge of the problems involved in the management of a housing development such as tenant relations, procurement, personnel administration, accounting and reporting, budgeting, maintenance problems and procedures.

Training which is equivalent to graduation from college.

(This section is established as a guide to placement and does not exclude from consideration other fields of work or other means of training which may have provided the applicant with the knowledges, skills, and abilities necessary for the satisfactory performance of the duties of the class.)

CLERK, CAF-2

GENERAL STATEMENT:

Performs routine, repetitive clerical work in a project office; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

This class represents the entrance level for the Clerk Series at a project site.

Positions in this class perform routine, repetitive clerical duties such as: Maintaining files and records, supplying general information, serving as receptionist.

Incumbents of positions in this class usually operate under the supervision of a higher-grade clerk and follow instructions regarding tasks to be performed. Guidance is occasionally received during the performance of duties.

The performance of occasional or incidental typing duties does not take the position out of this series.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Maintains general office files not containing a great number of classifications in a project office such as: correspondence; tenants files; management, personnel and policy and procedure manuals; clippings from newspapers and magazines regarding housing.
2. Establishes and maintains simple records such as: equipment and supplies received, furniture and furnishings for every apartment, outgoing mail, time.
3. Answers the telephone, receives callers to the office and gives out routine information concerning the various operations of the project from information in the files or card records maintained in the office.
4. Prepares routine reports on names of tenants, houses occupied, number of bedrooms; applications received, accepted or rejected and reasons for rejection for members of the project and regional office staffs.
5. Checks gas or electric meter readings when tenants move in, figures gas or electric consumption for the month and types bills.
6. Takes service requests from tenants, notifies maintenance staff, and follows up to discover status of work orders.
7. Receives, opens, records, sorts and distributes project mail.

Clerk, CAF-2

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Some familiarity with general office methods, procedures and equipment.

Ability to keep records and files; to make arithmetical computations; to use good English, spelling and grammar.

2. Experience and training:

Previous clerical experience is desirable, but not required.

Training equivalent to that represented by graduation from high school.

CLERK, CAF-3

GENERAL STATEMENT:

Performs general clerical work of a somewhat difficult or responsible nature without specific instructions, but in accordance with standard procedures; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Positions in this class perform responsible clerical work such as: establishing and maintaining office records, composing general correspondence, giving out general information regarding project operations.

Supervision may be received from clerks of higher grade or from project staff members. Usually a position in this class will be restricted to large projects with large specialized staffs. Small projects generally will combine such functions with typing and stenographic duties. Standard policies and procedures are followed but the incumbent does not receive constant guidance as the work progresses as do the clerks of the lower or entrance level. The completed work is reviewed for conformance to standards and procedures.

The performance of occasional typing duties does not take the position out of this series.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Interviews prospective tenants, receives and classifies applications, explains rental terms, prepares leases for signature, displays unoccupied units, assigns houses, collects rents and issues receipts.
2. Maintains project office files which involves indexing, classifying, filing and withdrawing materials.
3. Maintains contacts by routine correspondence with representatives of various industries and military establishments regarding availability of units, eligibility of workers applying for houses, and occupancy conditions.
4. Establishes and maintains office records such as: maintenance costs, bond deductions, leave, withholding tax, persons applying for homes, rejected applications and others.
5. Prepares payrolls and checks salary checks against payrolls.
6. Composes routine correspondence regarding project activities on own initiative or from brief, oral instructions.
7. Collects, assembles and presents data in the form of regular or special reports concerning applications, sources of employment, tenant population, and existing vacancies.
8. Prepares purchase orders, vouchers and receiving and inspection reports which involves selecting the data and presenting documents in final form.

Clerk, CAF-3

9. Plans, assigns, distributes work, trains and instructs clerical workers in lower grades.

10. Occasionally or for a minor portion of the time serves as general assistant to an Account Clerk in higher grade and performs such duties as posting to tenant ledgers, making out certificates of deposit, and compiling figures for use in trial balances.

11. Occasionally serves as receptionist, receives visitors, ascertains the purpose of their visit, gives out general information concerning project operations which requires the exercise of discretion, or refers them to the appropriate office; takes service requests and notifies the proper maintenance man.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Good knowledge of Manual of Policy and Procedure as it relates to project activities; working knowledge of general office methods, procedures, and equipment, including filing, record keeping, simple letter writing and other clerical tasks.

Ability to use good English; to plan and supervise the work of clerical workers in lower grades; to collect, assemble and present data in report form; to establish and maintain contacts.

2. Experience and training:

Previous clerical experience, preferably in the field of real estate and housing.

Training equivalent to that represented by graduation from high school including or supplemented by courses in commercial subjects.

CLERK, CAF-4

GENERAL STATEMENT:

Performs responsible clerical duties, such as determines eligibility of applicants for housing, assigns units, prepares leases and other rental agreements, maintains contacts with industries and military establishments served by the project; stimulates tenant activity; acts as project bookkeeper and is responsible for all fiscal actions; serves as an office assistant; and perform other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

A position is allocated to this class only in limited cases, based primarily upon considerable variety of activity, vested in and the focal point nature of the position.

Some small projects may find it economically desirable to combine the responsibility for all clerical operations with leasing and occupancy, and the stimulation of tenant activity.

Supervision may be exercised over subordinate clerks, stenographers and typists, depending on the volume of office details.

For further comparative guides, see Management Aide, CAF-4, Clerk-Stenographer, CAF-4.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. On an individual project site is responsible for all bookkeeping and fiscal operations: receives and receipts for rentals, utilities, security deposits and service charges; posts entries to tenant ledgers; makes trial balances; deposits project income; compiles and submits all periodic account reports to regional office; checks for mathematical accuracy and compliance with existing regulations all purchase order, vouchers, contracts, requisitions and other fiscal documents; transmits delinquency notices to tenants; and computes tenant refunds.

2. Interviews applicants for housing, explains conditions for tenancy, assists in determining eligibility, approves applicant, executes leases for the management, and assigns units; and communicates with certified industries and military establishments as vacancies occur.

3. Allocates use of community building; composes notices and bulletins of project services functions, regulations and items of general interest; or, on a dormitory project, fosters a friendly and helpful relationship among the group of single tenants.

4. Acts as assistant to the Housing Manager of a constituent project; transmits work orders to the maintenance staff; checks on the completion of work orders; makes inspections of halls, rooms, utilities, walks and grounds and recommends improvements and repairs on the site. Occasionally: prepares payroll; checks conditions of units about to be vacated; or performs miscellaneous duties of taking and transcribing dictation, and typing, not requiring a skilled stenographer or typist.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Good knowledge of the Manual of Policy and Procedure and the rules and regulations pertaining to project management; good knowledge of project organization; considerable knowledge of office details.

Ability to perform important duties with a minimum of supervision; ability to deal with various classes of people (officials, business representatives, tenants) with equal tact and diplomacy.

2. Experience and training:

Experience as a clerk with a business firm, preferably in the fields of real estate and housing; previous experience with an FPHA project desirable.

Training and education equivalent to that represented by graduation from high school, including or supplemented by courses in commercial subjects.

CLERK-STENOGRAPHER, CAF-2

GENERAL STATEMENT:

Takes and transcribes dictation, and performs a variety of routine clerical tasks; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

The clerical work of positions in this class consists mainly of repetitive tasks, which usually involve typing as an occasional part of the operation and apart from typing of dictation notes. The incumbent is expected to perform the simple recurrent duties with a minimum of explanation once the operation has been learned, but subject to close review for results and for production of work.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Takes and transcribes dictation and, in addition: compiles and types simple office reports which involve only the exercise of arithmetical accuracy in posting tabulations from a group of individual records to one master sheet.
2. Maintains simple office records consisting of posting of transactions: such as, posts weekly to Stores Requisition and posts monthly to Stock Control Record cards; maintains leave records; posts from miscellaneous obligations, purchase orders and vouchers to budget control; keeps a tabulation of all work orders; maintains an inventory of supplies and equipment; and keeps lease register, space inventory and tenant directory current.
3. Cuts stencils and ditto master copies for labor schedules, budget justifications, bookkeeping and cashier forms, bulletin and notices.
4. Checks invoices against obligating documents.
5. Receives and receipts for rent and service charges.
6. Takes and transcribes dictation of correspondence and reports the majority of time on a project where general office detail is divided among several clerks.
7. Types from rough draft various office documents such as purchase orders, miscellaneous obligations, bills of lading, and vouchers.
8. Acts as receptionist and answers inquiries, either over-the-counter or by telephone, of a routine nature, such as conditions for leasing and occupancy, community facilities and location of tenants on the project; and registers service requests for repair work by the maintenance staff.
9. Types and records sundry tenant data on leases, case history reports and employment cards for new tenants and as changes occur; fills out Notice of Intent to Vacate and Refund Authorization Forms; and records actions in Vacate Register.

Clerk-Stenographer, CAF-2

10. Performs simple record-keeping and filing in the maintenance department, such as computing and posting time and material costs on unit cost cards.

11. Files and pulls a variety of material under several subject classifications.

12. As incidental tasks, mimeographs form letters, schedules, labor reports, bulletins and notices; distributes incoming and dispatches outgoing mail; inserts releases in Manual of Policy and Procedure; keeps follow-up control on correspondence to be answered; loans equipment to tenants and maintains records thereof; keeps bulletin board posted with items of current interest; operates a switchboard; and performs miscellaneous typing.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Working knowledge of the Manual of Policy and Procedure as related to the assignments of the incumbent; working knowledge of project organization; considerable knowledge of the care and operation of a typewriter; and working knowledge of grammar, spelling and punctuation.

Skill in stenography or stenotype, and typing as measured by a capacity to take dictation and to type at a moderate rate of speed.

Ability to follow instructions and perform simple, repetitive clerical tasks with a minimum of follow-up explanation.

2. Experience and training:

No previous experience required; some office experience preferred.

Training and education equivalent to that represented by graduation from high school, including or supplemented by secretarial courses.

Eligibility in a stenographic and typing examination.

CLERK-STENOGRAPHER, CAF-3

GENERAL STATEMENT:

Takes and transcribes dictation; performs clerical duties of CAF-3 level for a major portion of the time; and performs related duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

General

Positions in this class usually serve as secretary to a Housing Manager or Housing Manager and, in addition, perform a variety of responsible clerical and administrative duties such as: the preparation of detailed leasing and occupancy reports involving the selection and compilation of data from various sources and preparation of final reports, maintenance of several more complicated types of records, including time, leave and personnel, and the preparation of payrolls from records.

The incumbent is responsible for proceeding without specific instructions or detailed work plans. The completed work is cleared through the supervisor and is subject only to a cursory review.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Takes and transcribes dictation from the Housing Manager covering Interoffice Memoranda, Short Form contracts, various types of business letters, reports and occasional specifications.
2. Makes appointments for the Housing Manager, acting as receptionist and maintaining a record of daily appointments. Answers the telephone, gives out information regarding project activities.
3. Collects, assembles and presents data in the form of regular or special reports regarding leasing and occupancy, sources of employment, vacancies, and types tabular reports, statistical tables and master ditto sheets which involve the selection of data to be included therein.
4. Composes on own initiative or from brief, oral instructions correspondence pertaining to equipment and supplies ordered, inquiries about tenants, availability and/or rental terms, notices and bulletins.
5. Interviews applicants, prepares case histories, assists applicants in filling out applications, classifies and files applications, explains rental terms to tenants, prepares and transmits leases, assigns houses and prepares vacate notices.
6. Figures, posts to individual earning cards, audits and types payrolls for the project office.
7. Posts to tenant ledger and closes out accounts at end of month, preparing monthly summaries of all accounting documents sent to the regional office.
8. Posts all Purchase Orders and Miscellaneous Obligations for all projects for the operating budget; and prepares schedules of collections and certificates of deposits.

Clerk-Stenographer, CAF-3

9. Sorts, classifies, establishes new classifications, and maintains complex files in a project office.

10. Maintains such office records as time, leave, personnel, gasoline, supplies, equipment, employment sources, forwarding addresses of tenants, vacant units, war bond deductions.

11. Establishes and maintains contacts with local dealers, newspapers, contractors and public officials regarding equipment to be purchased, bids and project activities.

12. Instructs, trains, and reviews the work of clerical workers of lower grade in the office.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Knowledge of stenography or stenotypy; working knowledge of Manual of Policy and Procedure; thorough knowledge of the care and operation of a typewriter; good working knowledge of office procedures and operations including filing, record keeping and organizational structure of the project office; good knowledge of spelling, punctuation and grammar.

Ability to take and transcribe dictation at a fairly rapid rate of speed and to type from plain or corrected copy of more than average difficulty; to arrange and space complex tabulations; to collect, assemble and present data; to follow complex oral or written instructions; to supervise and assign the work of others.

2. Experience and training:

Training equivalent to that represented by graduation from high school, including or supplemented by a course in stenography and typing; and courses in commercial subjects, preferably.

Eligibility in a stenographic and typist examination.

CLERK-STENOGRAPHER, CAF-4

GENERAL STATEMENT:

Takes and transcribes dictation; performs clerical duties of CAF-4 level for a major portion of the time; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

A position is allocated to this class only in limited cases, based primarily upon the discretion allowed the incumbent to execute important assignments with little or no supervision and only cursory review, and based upon the authority delegated the incumbent by the Housing Manager to act in his stead.

Small projects usually find it economically desirable to employ a combination bookkeeper and secretary to the Housing Manager responsible for all clerical and fiscal details, with the possible assistance of a subordinate clerk-stenographer or clerk-typist. In other instances, a position in this class may be established for an employee to be responsible for office administration on a small site of a consolidated project, under the general supervision of the Housing Manager or his assistant.

The position of secretary (in terms of the number one clerk-stenographer or clerk-typist) to the Housing Manager on single projects or projects under consolidated management with several sites is usually allocated to grade CAF-3 due to the division of clerical and fiscal duties among the staff. On large project organizations (considered in excess of 1600 units), a position in this class may serve as a clearance for official contacts and information (all of a non-policy nature) between the public and the project, and between the Housing Manager's office and the various sites on a consolidated project.

Supervision is frequently exercised over subordinate stenographers and typists, and consists of the assignment and review of work.

The allocation of a position to this class should be determined principally on the level of difficulty of the clerical duties. The taking and transcribing of dictation, while a recurrent task, does not materially affect the grade of a position in this class, unless the incumbent frequently attends conferences, and transcribes and edits notes of the proceedings.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Under supervision of the Housing Manager, takes and transcribes dictation and, in addition, serves in charge of the office at a small site; determines eligibility of applicants, explains leasing and occupancy rules, assigns units and fills in lease forms, maintains all tenant accounts and all office records; determines refunds of rent and security deposits; corresponds with the General Housing Manager and project central office staff; composes correspondence for Maintenance Superintendent; corresponds occasionally with the personnel offices of the military establishment and industries serviced by the site to advise of occupancy changes and to ascertain salary changes for possible adjustment in rental charges; makes minor purchases.

Clerk-Stenographer, CAF-4

2. In addition to secretarial duties, on a single project, maintains and posts to tenant ledger accounts, A/C Receivable and A/C Payable; posts to Schedule of Charges and to tenant accounts; prepares Certificate of Deposit and Schedule of Collection for revenue and security deposit accounts, Daily Statement of Operation and Recapitulation of Daily Statement of Operation (from which weekly trial balances are run), Report of Prepayments and Accruals, Monthly Summary of Charges and Credits to Tenants' Accounts, Vehicle Report, List of Accounting Documents Mailed to Regional Office, Statement of Account of Funds Intrusted to Agent Cashier, FPHA Forms 840W, 841W, 172, 172a, 172b, 1216, 1213 and 31, Treasury Form 8DD and 10DD, and other statistical data requested by the Housing Manager or Regional Office; assists him in computing and justifying fiscal budgets; posts to disbursing Officer's Ledger; posts Stores Requisitions against stock inventory; receives and receipts for rentals; makes daily deposits; completes all vouchers, orders and requisitions and processes them according to existing procedures; and assumes charge of the office in his absence with a prescribed amount of authority.

3. During the frequent absence of the Housing Manager who is responsible for several sites separated by a distance of miles from the central office, and as his secretary, supervises the work of clerks in lower grades, and directs office activity; approves applicants for housing; prepares leases, assigns units and issues keys; and compiles required office reports and maintains regular office records.

General

4. In the office of the Housing Manager responsible for a number of large sites: receives all incoming official mail, reads the contents, routes to indicated departments; reviews for correctness and neatness all letters to be cleared through the Housing Manager's offices from the several sites; keeps the site staffs informed of the latest procedures and regulations not otherwise contained in written directives; attends meetings and conferences to take, transcribe and edit notes; composes and signs in her own name project correspondence which she determines does not require the attention of the Housing Manager, or composes letters from brief oral instructions and signs in the name of the Housing Manager for correspondence not requiring his further review; checks the arithmetical accuracy of weekly statistical reports forwarded from the site offices, reviews for apparent discrepancies, and transmits to the regional office; receives callers and disposes of inquiries, as often as possible, without further referrals; and relieves the Housing Manager of as much office detail as possible.

5. Incidentally, performs miscellaneous typing of charts, reports and fiscal forms in connection with the compilation of such documents.

STATEMENT OF QUALIFICATIONS:1. Knowledges, skills and abilities:

Considerable knowledge of the Manual of Policy and Procedure and the rules and regulations pertaining to project management; of project organization; of office details, such as the maintenance of complex records and files; considerable knowledge of the care and operation of a typewriter and dictaphone; considerable knowledge of grammar, spelling and punctuation.

Clerk-Stenographer, CAF-4

Skill in stenography or stenotypy, and typing as measured by a capacity to take dictation and to type at a high rate of speed.

Ability to perform important duties with discretion and with a minimum of supervision; ability to deal with various classes of people (officials, business representatives, tenants) with equal tact and diplomacy.

2. Experience and training:

Experience as a secretary to a business executive, preferably in the fields of real estate and housing, or as secretary to a ranking government official; or experience as a clerk performing responsible work with a business firm; previous experience with an FPHA project desirable.

Training and education equivalent to that represented by graduation from high school, including or supplemented by secretarial and commercial courses.

Eligibility in a stenographic and typing examinations.

CLERK-TYPIST, CAT-1

GENERAL STATEMENT:

Performs typing duties of the simplest and most routine nature and the least responsible clerical duties; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Positions in this class perform the simplest, most routine, repetitive typing and clerical duties. The incumbents receive explicit instructions as to how the task shall be performed and as to each phase of the work as it progresses. Problems involving discretionary action are referred to the supervisor.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Types from plain copy such material as bulletins, notices, form letters, monthly and special reports, tabs for file folders, payrolls; and fills in forms such as leases, rental certificates, schedules of collections, certificates of deposit, and others.
2. Inserts under simple classifications such materials as manual releases, forms, service requests, leases, correspondence, rules and regulations.
3. Receives, sorts, distributes and forwards mail to tenants; and dispatches mail which involves obtaining signatures, checking enclosures and stuffing envelopes.
4. Mimeographs forms and other materials, assembling and stapling the completed work.
5. Performs duties in connection with inventories made by others, such as making notations of items counted by others, or making physical count of items on hand.
6. Occasionally receipts for rent, answers the telephone and relays calls, or registers service requests for repairs.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Knowledge of the care and operation of a typewriter.

Ability to type accurately at a fair rate of speed from plain or corrected copy; and to perform simple, repetitive, routine clerical operations.

Clerk-Typist, CAF-1

2. Experience and training:

Training equivalent to that represented by graduation from high school, including or supplemented by a course in typing.

Incumbents must pass a typist examination.

CLERK-TYPIST, CAF-2

GENERAL STATEMENT:

Performs clerical duties of CAF-2 level and does typing of ordinary or more than ordinary difficulty; and performs related duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Positions in this class may perform difficult typing duties such as cutting stencils, typing from involved rough drafts and tabular reports, and clerical duties of CAF-1 or CAF-2 level; or may perform clerical duties of CAF-2 level for a major portion of the time and typing duties of the simplest and most routine nature,

Usually these duties are performed in accordance with specific instructions or established procedures as to work methods to be used, but the incumbent does not operate under close supervision as the work progresses as do the incumbents of positions of the lower or entrance level. The work is reviewed for results upon completion.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Types detailed tabular material; arranges format on special reports; types vouchers, purchase orders and dormitory registers; and cuts master ditto sheets and stencils.
2. Files leases, applications, memoranda, bulletins, tenant records, vouchers, purchase orders and similar materials under several classifications.
3. Posts and files records for such items as gasoline, fuel oil, supplies on hand, maintenance costs, leave, personnel, leasing and occupancy count, paid and outstanding vouchers.
4. Distributes keys, supplies, and equipment.
5. Compiles and types simple reports regarding sources of employment, number of and reason for vacancies during the month, population, ages of project residents, number of units leased and occupied.
6. Posts time sheets, and computes figures not requiring statistical formulae.
7. Acts as receptionist, and furnishes general information to office visitors and people calling on the telephone; registers service requests for maintenance repairs.
8. Sorts, routes, dispatches and forwards mail to tenants.

Clerk-Typist, CAF-2

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Working knowledge of management rules and regulations; familiarity with Manual of Policy and Procedures as it relates to project operations; thorough knowledge of the care and operation of a typewriter; good knowledge of spelling, punctuation and grammar; working knowledge of office procedures and operations including filing and record keeping.

Ability to type accurately at a moderate rate of speed from copy of more than average difficulty and to perform routine clerical duties.

2. Experience and training:

Training equivalent to that represented by graduation from high school including or supplemented by a course in typing.

Incumbents must pass a typist examination.

CLERK-TYPIST, CAF-3

GENERAL STATEMENT:

Performs clerical duties of CAF-3 level for a major portion of the time, in accordance with a well-defined work program but without specific instructions as to how the task shall be performed; does typing of ordinary or more than ordinary difficulty; and performs related duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Positions in this class perform a variety of responsible clerical and administrative duties such as: the preparation of detailed leasing and occupancy reports involving the selection and compilation of data from various sources and preparation of final reports, maintenance of several more complicated types of records, and the preparation of payrolls from records.

The incumbent is responsible for proceeding without specific instructions or detailed work plans. The completed work is cleared through the supervisor and is subject only to a cursory review.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Collects, assembles and presents data in the form of regular or special reports regarding leasing and occupancy, sources of employment, vacancies; and types tabular reports, statistical tables and master ditto sheets which involve the selection of data to be included therein.

2. Composes on own initiative or from brief, oral instructions correspondence pertaining to equipment and supplies ordered, inquiries about availability of units, rental terms, notices and bulletins.

3. Interviews applicants, prepares tenant cards, assists applicants in filling out applications, classifies and files applications, explains rental terms to tenants, prepares and transmits leases, assigns houses and prepares vacate notices.

4. Figures, posts to individual earning cards, reviews and types payrolls for the project office.

5. Occasionally posts to ledger and closes out accounts at end of month.

6. Prepares summary of all accounting documents sent to the Region during the month.

7. Prepares schedules of collections and certificates of deposits.

8. Posts rental charges and maintains security deposit ledger cards.

9. Posts Purchase Orders and Miscellaneous Obligations for the operating budget.

Clerk-Typist, CAF-3

10. Sorts, classifies, establishes new classifications, and maintains complex files in a project office.

11. Maintains such office records as time, leave, personnel, gasoline, supplies, equipment, employment sources, forwarding addresses of tenants, vacant units, war bond deductions.

12. Answers the telephone and gives out information regarding the operations of the project office which involves the exercise of some discretion.

13. Establishes and maintains contacts with local dealers, newspapers and contractors regarding equipment to be purchased and bids.

14. Occasionally gives out information to office callers and persons inquiring over the telephone regarding the various activities of the project.

15. Instructs, trains, and reviews the work of clerical workers in lower grades.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Working knowledge of Manual of Policy and Procedure; thorough knowledge of the care and operation of a typewriter; good working knowledge of office procedures and operations including filing, record keeping and organizational structure of the project office; good knowledge of spelling, punctuation and grammar.

Ability to type accurately and rapidly from plain or corrected copy of more than average difficulty; to arrange and space complex tabulations; to collect, assemble and present data; to follow complex oral or written instructions; to supervise and assign the work of others, as required.

2. Experience and training:

Training equivalent to that represented by graduation from high school including or supplemented by a course in typing, and preferably, courses in commercial subjects.

Incumbents must pass a typist examination.

LEASING AND OCCUPANCY AGENT CAF-5

GENERAL STATEMENT:

Supervises and participates in activities concerned with the leasing of housing units and the maintenance of tenant relations during occupancy at a large public housing site or sites, with full responsibility for the application and interpretation of governing policies, standards and procedures; performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

This class represents the entrance level in the series and includes responsibility under supervision by the Manager, for all functions and activities involved in the leasing of housing units, the handling of tenant complaints and grievances during the period of occupancy, and exit interviews. The incumbent possesses a thorough knowledge of subject matter and functions with considerable independence of operation in the performance of his work, particularly in his contacts with applicants and tenants, representatives of industrial plants and military establishments and in the determination of eligibility for tenancy.

Positions in this class may exercise supervision over a small clerical staff, planning, assigning and reviewing their work.

At this level the incumbent works under the administrative supervision of the Housing Manager, who reviews his accomplishments through the medium of reports for overall conformance with the policies and procedures established by FPHA and NHA.

Positions at this level may be found on projects where because of the great workload it has become necessary to departmentalize the basic project activities. The Manager, in such cases, delegates full operating responsibility for a function to one of his staff and reviews the work performance only occasionally and then usually on policy matters.

ILLUSTRATIVE EXAMPLES OF WORK:

1. On a large single project, under very general supervision of the Housing Manager, supervises the functions and operations of the Rental Department, involving the assignment and review of the work of two clerical assistants. Interviews prospective tenants and accepts applications. Determines eligibility for occupancy, assigns rooms, and arranges for transfers between units. Supervises the maintenance of space inventory. Furnishes information to the local defense plant served by the project on conditions of eligibility for tenancy. Supervises the preparation of periodic and special reports. Attends Area meetings on leasing and occupancy matters.

2. On a large single project, under general supervision, is responsible for tenant selection activities including determination of eligibility, checking applications for proper classifications and transferring applications to Housing Managers. Interviews all tenants desiring to vacate or to transfer from one unit to another. Supervises the work of six clerks; instructs them in

Leasing and Occupancy Agent, CAF-5

policy and procedural matters and makes work assignments. Compiles or supervises the compilation of regular and special reports on leasing and occupancy activities. Furnishes information by telephone and personal interview in response to general inquiries about the eligibility requirements for occupancy available units, and other related matters.

3. In a Central Project Office, under the very general supervision of the Deputy Housing Manager, supervises the work of six clerks engaged in tenant selection activities. Reviews applications, makes decisions in borderline cases of eligibility. Initiates procedures to improve efficiency of office operations. Instructs subordinates in tenant selection policy and procedures, trains new employees. Maintains contact with Rent Control Board, War Housing Center, Local Housing Authority, and War Manpower Commission. As requested, writes eviction notices, supplies information to the Office of the District Attorney for collection of rents and evictions. Supervises the preparation of, and reviews, periodic and special reports on leasing and occupancy activities. Conducts correspondence and interviews in connection with tenant complaints. Makes home visits in cases requiring investigation.

4. In the Central Office of a small consolidated project, under general supervision of the Housing Manager, approves applications for occupancy. Supervises a clerk-stenographer in tenant selection activities. Contacts military posts served in the area in connection with the occupancy of the project. Prepares or supervises the preparation of periodic and special reports. Informs prospective tenants of leasing and occupancy policies and regulations by phone and direct contact. Instructs leasing and occupancy personnel on the projects in the submission of periodic and special reports. Supervises the registration of all roomers and boarders and the eviction of uncertified roomers. Approves roomer and boarder certifications for the Housing Manager according to FPHA policy and standards of eligibility.

STATEMENT OF QUALIFICATIONS:1. Knowledges, skills and abilities:

Thorough knowledge of the objectives, policies and operations of NHA and FPHA relative to the leasing and occupancy phases of the management program; knowledge of local housing conditions and programs.

Ability to express oneself effectively and to exercise tact, courtesy and social intelligence in personal interviews with prospective and resident tenants and in contacts with outside industrial and military establishments; to determine eligibility for tenancy in accordance with policies and standards of NHA and FPHA; to supervise the work of others and to assume responsibility for work performance.

2. Experience and training:

Some experience in one or more of the fields of education, social service work, personnel, or **real estate management** or public relations, preferably in responsible supervisory positions requiring extensive public contacts.

Training equivalent to two years of study in a college, university or other recognized educational institution with emphasis on one or more of the following fields: sociology, economics, public administration, adult education, social service administration.

(This section is established as a guide to placement and does not exclude from consideration other fields of work or other means of training which may have provided the applicant with the knowledges, skills and abilities necessary for the satisfactory performance of the duties of the class.)

GENERAL STATEMENT: MANAGEMENT AIDE, CAF-4

Performs a variety of duties associated with the leasing of housing units, tenant and public relations, project services, personnel, office management, and maintenance; performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

This class represents the entrance level in the series. The incumbent works under the immediate supervision of a Housing Manager or a Management Aide in a higher grade in the performance of such varied duties as interviewing prospective tenants and explaining leasing policies and conditions of occupancy; receiving and investigating complaints of resident-tenants; participating in the organization of health, educational and recreational club; through contacts with Health Departments, Welfare and Social Agencies, churches, youth groups and other community activities; inspecting vacated units; checking on delinquent rents.

Positions in this class may provide opportunity for training for higher-grade Management Aide or Assistant Manager or Housing Manager positions with the delegation of additional responsibility for work performance.

Supervision over others is not usually found at this level.

ILLUSTRATIVE EXAMPLES OF THE WORK:

1. Under supervision of a Management Aide in a higher grade, receives and investigates complaints of tenants concerning physical set-up of units, domestic animals and pets, noise-making, garbage and trash disposal, and other matters. Refers family-welfare and child-guidance problems to appropriate agencies. Interviews out-going tenants, explains policies governing "vacate" of units. Makes home calls and community contacts in Child Care and playground centers. Provides information to tenants on schools, clinics, medical services, and other facilities. Checks applications for rehousing and makes recommendation for acceptance or rejection, based upon examination of rent record, report on condition of vacated unit, and narrative tenant folder. Assists in the compilation of weekly "vacate" reports by extracting data from tenant files.
2. Under supervision of the Housing Manager, visits homes of prospective tenants, inspecting housing conditions bearing on eligibility for project occupancy, and submits reports on findings. Receives applications, explains policy governing eligibility. Occasionally visits tenants in connection with complaints or to discuss social problems incident to close and crowded conditions. Contacts as requested, social and welfare agencies to obtain services in the development of tenant activities. Arranges for apartment changes. Notifies prospective tenants of approval of application and date of occupancy, and informs them of the policies governing conditions of occupancy.
3. Under supervision of a Management Aide in a higher grade, interviews tenants, consults with them on family and neighborhood problems. Makes home visits to investigate complaints of illness, child neglect, insanitary living

Management Aide, CAF-4

conditions and other matters. Refers cases to authorized health and welfare agencies when necessary. Assists the higher grade Management Aide in organizing clubs, educational and recreational activities, Red Cross groups, Boy Scouts, Campfire Girls, craft classes, sports, adult education groups, nursery school, day-care school and clinic. Accepts notices of intent to vacate, arranges for transfers between units, and checks on delinquent rents.

STATEMENT OF QUALIFICATIONS:1. Knowledges, skills and abilities:

Knowledges of the FPHA management program, objectives, policies and operations, particularly with respect to such major activities as leasing and occupancy, project services and tenant relations.

Knowledge of community services and resources.

Knowledge of office practices, methods and procedures.

Ability to express oneself effectively and to exercise tact, courtesy and good judgment in personal interviews with prospective and resident tenants and in contacts with community organizations and agencies.

2. Experience and training:

Orientation experience in the phases of one or more of the following fields of education, social service work, personnel, or real estate management, preferably in positions which have involved extensive public contacts.

Training which is the equivalent of two years of study in a college, university or other recognized educational institution, with emphasis on one or more of the following fields: community organization, social service administration, adult education, public administration, sociology.

(This section is established as a guide to placement and does not exclude from consideration other fields of work or other means of training which may have provided the applicant with the knowledges, skills and abilities necessary for the satisfactory performance of the duties of the class.)

MANAGEMENT AIDE, CAF-5

GENERAL STATEMENT:

Performs or supervises others in the performance of a variety of duties associated with the leasing of housing units and public-tenant relations; project services; personnel office management and maintenance; performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

At this level the incumbent operates under the general supervision of a Housing Manager or Management Aide in a higher grade in performing or supervising others in the performance of a variety of duties relating to the management program.

Positions in this class may be delegated partial operating responsibility for the management activities in which he is engaged, and in some minor phases may have complete responsibility for example, arranging for necessary repairs of vacated units and making final inspections of reconditioning; conducting annual reexamination of tenancy as to income, family composition, and other data for continued eligibility for occupancy, or for supervising the maintenance of tenant records and files and the preparation of correspondence, forms and reports.

The combination of functions in positions in this class may vary with the size, physical location and organization of the project, as the examples below will indicate.

ILLUSTRATIVE EXAMPLES OF THE WORK:

1. On a small consolidated project, under the general supervision of the Housing Manager, is responsible for leasing and occupancy activities and for assisting him in health, educational and recreational programs for tenants. Interviews applicants for tenancy, furnishes information on policies, services, and facilities, and assigns housing units. Compiles periodic and special reports on leasing and occupancy and personnel. Makes necessary arrangements for the repair, cleaning, painting and other services to units in connection with re-rentals. Assists the tenants in organizing clubs and programs for adult recreation and in making arrangements for a pre-school nursery program. Cooperates with the County Health Department in establishment of a clinic for children. Assists in making arrangements for recreational activities and for health and educational programs to be put into operation with cooperation by local USO, Red Cross, defense plants, and local civic organizations.

2. On a small consolidated project, under the general supervision of the Housing Manager, is responsible for the supervision of the office and for the operation, repair, maintenance of the building, plumbing, heating, electrical and mechanical systems, roads, walks, yards, grounds and all other appurtenances and parts of the project development and facilities. Responsible for the placement of applicant-tenants certified by the Personnel Officer at the defense establishment in the area, for the investigation of undesirable tenants, and for the adjustment of tenant complaints. Checks up on delinquent

Management Aide, CAF-5

rent accounts and is responsible for the collection, custody and accountability of rent. Supervises an Accounting Clerk, and shares supervisory responsibility for the work performance of four maintenance men and laborers.

3. On a consolidated project of average size, under the general supervision of the Housing Manager, assists him in maintaining contacts with personnel officials of certified industries regarding available housing accommodations, changes in eligibility requirements, available facilities, and other matters. Makes periodic reexaminations and maintains close contact with all tenants regarding change in employment, size of unit occupied, change in salary, etc. Displays apartments and confers with the Maintenance Department on needed repairs and redecorating. Assists in a study of the tenant health, education and recreation problems and in the securing of specialized services of the various welfare and civic agencies, and in the planning of youth activities with local groups of Boy Scouts, Girl Scouts, YWCA, YMCA, USO and others. Receives and adjusts tenant complaint. Supervises a Clerk-Stenographer, CAF-3.

4. On an average-size single project, under general supervision of the Housing Manager is responsible for tenant selection, including interviewing of new applicant-tenants, determination of income grade and premises of eligibility, followup with home visits where necessary, summarizing findings and recommending acceptance, rejection or deferment to Housing Manager. Arranges for transfers between units on the project. Maintains contact with the Maintenance Department on pending vacancies and the kind of repairs needed. Attends staff conferences on management policies, maintenance problems, tenant relations, and other matters. Conducts an annual tenant reexamination on income, family composition, and other factors in connection with continued occupancy. Assists the Manager in the adjustment of tenant complaints. Advises tenant groups in the organization of activities for education, recreation and health. Maintains inventory of applications and space, and is responsible for the preparation of periodic and special reports, notices and forms. Reviews income information and revises rents upward or downward during the year as circumstances of tenants require. In the absence of the Manager, signs payrolls, purchase orders and vouchers, and supervises office personnel.

5. On a small consolidated project, under general supervision of the Housing Manager, assists him in the management and operations of the project, including the upkeep and maintenance of buildings and grounds. Investigates and adjusts tenant complaints, making home visits, surveys and reports when necessary. Encourages recreational and educational activities for tenants and acts as liaison between the management office and the recreational organizations functioning within the projects. In the absence of the Housing Manager, assumes responsibility for the office.

STATEMENT OF QUALIFICATIONS:1. Knowledges, Skills, and Abilities:

Good knowledge of the FPHA management program objectives, policies and operations, particularly with respect to such major activities as leasing and occupancy, project services, tenant relations and project maintenance.

Considerable knowledge of office practices, methods and procedures.

Knowledge of community services and resources.

Ability to express oneself effectively and to exercise tact, courtesy and good judgment in personal interviews with prospective and resident tenants and in contacts with community organizations and agencies.

Ability to supervise others and to assign and review their work.

2. Experience and Training:

Orientation experience in the phases of one or more of the following fields of education, social service work, personnel or real estate management, preferably in supervisory positions which have involved extensive public contacts and human relationships.

Training which is the equivalent of two years of study in a college, university or other recognized educational institution with emphasis on one or more of the following fields: community organization, social service administration, adult education, public administration, sociology.

(This section is established as a guide to placement and does not exclude from consideration other fields of work or other means of training which may have provided the applicant with the knowledges, skills and abilities necessary for the satisfactory performance of the duties of the class.)

MANAGEMENT AIDE, CAF-6GENERAL STATEMENT:

Supervises and participates in a variety of management activities with delegated operating responsibility for one or more major phases of the management program; performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Characteristic of positions in this class is the independence of operation within established policy and under very general supervision of the Housing Manager, and the delegation to the position of operating responsibility for one or more major phases of the management program.

Included in this class also are positions which are composed of a wide variety of management activities with proportionately heavy participation in each, such as receiving and adjusting all tenant complaints, assisting the Housing Manager in the protection of project property and in the supervision of minor maintenance repairs (including regular and periodic inspection of project property), the overall supervision of office management activities, representing the Manager in his absence, and handling actions relating to personnel; or supervising and directing all management operations on a single site, between 100 and 200 units, of a consolidated project or a small project (less than 100 units).

Positions in this class may also have supervisory responsibility for the work performance of from one to five clerks and management aides in lower grades.

(The allocation of positions in this class has been determined on the basis of a wide variety of duties with relatively heavy responsibility for one or more phases of the management program. It should be noted that provision has been made in other series such as Project Services Adviser, Leasing and Occupancy Agent, for those positions which denote full-time participation in one major phase exclusively and requiring considerable technical or professional experience and training.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Under very general supervision of the Housing Manager on a single project (350 DU) is responsible for leasing and occupancy activities including contacts with industrial plant managers to determine status of war workers, the receipt and verification of the eligibility of applicants, the investigation and adjustment of complaints, and the reexamination of tenancy for continued eligibility. Plans, organizes and evaluates tenant programs in health protection, safety, recreation, sanitation, self help and child care; cooperates with tenant groups in the publication of a tenant bulletin; organizes library facilities.

2. As head of the Tenant Relations Section of a large consolidated project, performs and/or supervises the performance of such duties as authorizing requisitions for supplies and equipment, maintaining attendance records for payroll purposes, approving leave requests, preparing regular and special reports, devising office forms, initiating office and interoffice procedures

Management Aide, CAF-6

and recommending modification of existing procedures, recording changes in family composition, authorizing lease changes, verifying tenant employment for continued eligibility, and conferring with other department heads and supervisors such as accounting, maintenance, rental, project services and project guard forces, counsels tenants on health, recreation and education facilities, home management, community adjustments, and/or refers cases to appropriate community agencies. Accepts, approves or rejects applications for dwelling unit transfers and recommends changes or modifications in policy. Conducts exit interviews, and confers with Manager on policies, conducts operations of the section, special cases, community trends, personal problems, etc. Supervises and trains new employees in the section. Informs staff of new or modified policies. Confers with staff members personally and in a group with reference to assignments and evaluation of work performance. Occasionally makes home visits in the interest of tenant welfare and adjustment. Supervises the preparation of the management bulletin, attends regular and special meetings conducted by or for local welfare agencies, tenant councils and other business and social groups. Assigns duties to and supervises the work performance of five subordinate clerks in the Section.

3. Under general supervision of the Manager on a consolidated project (871 Units) supervises and is responsible for leasing and occupancy functions (including receipt and classification of applications, preparation of necessary records and reports, issuance of notifications to applicants, assignments of apartments, preparation of leases, orientation interviews, acceptance of initial rent and deposit, collection of delinquent rents). Inspects project property interiors and exteriors periodically, and prepares reports of their conditions with recommendations for repairs. Investigates tenant complaints, settles them personally or refers major complaints to the Housing Manager. Stimulates tenant interest in such community activities as Civilian Defense groups, First Aid Classes, children's activities, and other groups. Conducts regular inspections of units to insure care of property, tenant satisfaction, and to adjust disputes among tenants. Supervises a Clerk-Stenographer.

4. Under general supervision of a Housing Manager, assists him in the operation of the project (394 Units) and acts in his absence. Confers with various section staffs on problems of maintenance and janitorial and house-keeping services. Inspects trailers as units are vacated and recommends minor maintenance repairs. Assists the accounting staff in the collection of delinquent rent; handles personnel transactions in collaboration with various section heads and prepares regular and special personnel reports. Accepts tenant complaints and discusses problems with them. Recommends changes in procedures governing project operations. Maintains records on non-expendable property.

5. Under general supervision of the Manager on an average size consolidated project with full responsibility for leasing and occupancy functions, supervises and participates in the classification of applications for tenancy,

the selection of tenants, preparation and submission of reports on leasing and occupancy activities and the collection of delinquent rent. Assists in planning and organization project services facilities such as recreational and educational activities, tenant groups and tenant bulletins. Investigates all tenants complaints other than those relating to maintenance and discusses their problems with them. Supervises a staff of five clerks engaged in leasing and occupancy and project services activities involving the preparation of correspondence and the maintenance of files and records.

6. On a large consolidated project (1500 TDU) supervises the preparation and transmittal of leases for housing units, the preparation of space inventories, the checking and filing of service requests, daily check on occupancy, supervision of tenant files, the handling of major tenant complaints, the adjustment of delinquent rents, reporting of missing furnishings, the inspection of reconditioned apartments, the conduct of surveys and the preparation of occupancy reports, and the collaboration with the maintenance staff and tenants on health, sanitation, and safety protection. Serves in an advisory capacity to such tenant organizations, councils and committees, as the child care committee, the youth council, health recreation and residence council, and management and maintenance council. Consults with working parents on the necessity of day care for children. Schedules community space including the community hall and the lounge unit. Maintains contact with the health center nurse and the visiting nurse on project health and nutrition problems, and interprets FPHA child care policies to interested tenants. Supervises the activities of two clerks engaged in the preparation of correspondence and reports, the assignment of dwelling units, and the maintenance of records and files. Conducts correspondence relating to all phases of delegated work responsibility.

STATEMENT OF QUALIFICATIONS:

Knowledges, Skills and Abilities:

Considerable knowledge of the FPHA management program objectives, policies and operations, particularly with respect to such major activities as leasing and occupancy, project services, tenant relations and project maintenance.

Knowledge of community services and resources.

Thorough knowledge of office practices, methods and procedures.

Ability to express oneself effectively and to exercise tact, courtesy and good judgment in personal interviews with prospective and resident tenants and in contacts with community organizations and agencies.

Ability to instruct and supervise others; to plan and layout their assignments, and to assume responsibility for work performance.

2. Experience and Training:

Orientation experience in the phases of one or more of the fields of education, social service work, personnel, or real estate management, preferably in positions which have carried supervisory responsibility involving extensive public contacts and human relationships.

Training which is the equivalent of two years of study in a college, university or other recognized educational institution with emphasis on one or more of the following fields: community organization, social services administration, adult education, public administration, sociology.

(This section is established as a guide to placement and does not exclude from consideration other fields of work, or other means of training which may have provided the applicant with the knowledges, skills and abilities necessary for the satisfactory performance of the duties of the class.)

GENERAL HOUSING MANAGER

Dwelling Units

Classification Grades (Basic)

up to 100
101 - 200
201 - 400
401 - 800
801 - 1600
1601 - 3500
3501 and over

CAF-7 *
CAF-8
CAF-9
CAF-10
CAF-11
CAF-12
CAF-13, 14 **

* Very small projects with limited management problems should use a Management Aide, CAF-6.

** CAF-14 only in most unusual cases

GENERAL STATEMENT:

Manages a public housing project comprised of more than one site with responsibility for performing or supervising all functions necessary for the effective and efficient operation of the project.

DISTINGUISHING FEATURES OF THE CLASS:

Positions in this class report to the regional office and are responsible for planning, organizing, directing, supervising or personally performing a large variety of functions arising out of the operation of a housing project, such as: (a) administration, including finance, budget, procurement, space, personnel; (b) maintenance, including grounds maintenance, buildings maintenance, provision, care and upkeep of utilities, improvements, and betterments; (c) tenant relations, including tenant selection, stimulation of community activities such as health, welfare and recreation; and (d) establishment and conduct of all liaison required with public and private jurisdictions, agencies and individuals.

The Manager is responsible for performing his duties in accordance with established policies and procedures, and receives advice and guidance from regional office traveling representatives.

The grade levels in this series are largely determined by the number of units in the development; however, an additional grade may be allowed when the Housing Manager is responsible for managing a project consisting of different dwelling types, e.g., family dwellings, dormitories and trailers, etc., or when he is responsible for managing a project where community or intra-project opposition creates a major public relations or social problem.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. In accordance with established policies and procedures, plans, organizes, directs, conducts or supervises the conduct of all activities necessary to the successful operation of the projects; evaluates new policies and recommends changes to meet local conditions, formulates rules and regulations within established policies to promote efficiency, maintain harmonious relationships, reduce operating costs, establish controls.

2. Interviews, selects, trains and supervises personnel engaged in leasing and occupancy, project services, maintenance and operations, accounting, and other project management functions.
3. Maintains contacts with members of the regional office staff concerned with the management functions on the projects.
4. Interviews tenants, explaining rules and regulations of occupancy, receives tenants' complaints, and personally resolves questions concerning the activities and privileges of the residents of the project; participates in the formulation of plans for project services, community activities, project upkeep and improvement.
5. Signs a considerable variety of project documents such as, purchase orders and vouchers, payrolls, personnel papers, budgets, correspondence, reports, leases, etc.; responsible for the collection and deposit of rents, maintenance of all financial and cost records, preparation and execution of the project budget, procurement of equipment and supplies.
6. Confers with maintenance personnel on all problems concerning workload, the upkeep and care of buildings, grounds, project facilities, equipment and utilities.
7. Stimulates and encourages tenants organizations to provide the greatest amount of recreational and educational opportunities possible; encourages tenant cooperation in the maintenance of the project.
8. Establishes and maintains necessary contacts and working relationships with city and other public officials and representatives of industrial plants and organizations.
9. Executes contracts and recruits personnel within limits established by policies.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Considerable knowledge of administrative and business practices, combined with the ability to deal in an effective manner with representatives of public and private agencies and industrial plant managers; thorough knowledge of the management program and policies of the National Housing Agency and the Federal Public Housing Authority; the characteristics of national and racial groups; appreciation of social and economic problems involved in public housing.

Ability to establish and maintain harmonious, cordial and effective relationships with tenants, staff, administrative superiors, and outside individuals and groups; ability to supervise the work of others and to plan, organize and direct a work program of considerable variety; ability to stimulate and encourage group activities; ability to interpret to the community the aim and purpose of public housing.

2. Experience and training:

Experience in the administration or management of real property, community organizations, small cities, or school systems, preferably in positions which have carried responsibility of an executive or managerial nature.

Training equivalent to that of graduation from college.

(This section is established as a guide to placement and does not exclude from consideration other fields of work or other means of training which may have provided the applicant with the knowledges, abilities and skills necessary for the satisfactory performance of the duties of the class. Increase in program responsibility normally increases the degree, character, and quality of experience, knowledges, abilities and skills required.)

PERSONNEL CLERK, CAF-4

GENERAL STATEMENT:

Performs a variety of responsible duties involved in the interviewing and preliminary selection of applicants for positions, the processing of personnel actions, forms and papers, and in the maintenance of necessary records affecting project personnel; and performs other duties as assigned. This class exists only on projects where the workload requires full time performance of this function.

DISTINGUISHING FEATURES OF THE CLASS:

Incumbents of positions in this class are responsible for the performance of all personnel activities in accordance with prescribed rules and regulations of the War Manpower Commission, Civil Service Commission, and FPHA Manual of Policy and Procedure as related to personnel; or assist a Personnel Clerk in a higher grade in the performance of such work.

Positions allocated to this class act as focal points of information, or assist in giving out information concerning personnel rules and regulations. Supervision received is usually very general and work is subject to review only when assignments are of a specific, unusual, or unprecedented nature. Supervision of others is not considered a characteristic feature of the class. A number of clerical duties, such as filing and typing, are found at this level but are usually incidental to the duties of the position.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Secures Civil Service Certification for prospective new employees within salary limits established by policy, prepares and types necessary appointment papers; and handles all papers and forms for promotions, resignations, terminations, reclassifications, and compensations for injury of project personnel.
2. Interviews and selects subject to approval applicants for designated categories of positions; and conducts preliminary interviews for other types of positions.
3. Maintains a record of all changes and actions affecting personnel positions; an alphabetical file pertaining to each employee; and semi-monthly records of sick and annual leave taken by employees.
4. Prepares monthly personnel reports; lists all new employees showing title, status and salary for the information of the Accounting Department; and prepares all correspondence relating to personnel actions.
5. Advises project personnel relative to rules and regulations governing promotions, reclassification, resignations, etc., and performs a number of miscellaneous duties, such as distributing pay checks and collecting fees for hospitalization.

Personnel Clerk, CAF-4

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Good knowledge of personnel rules, regulations and procedures.

Ability to follow oral and written instructions and effectively carry them out; to meet the public and establish cooperative working relationships.

2. Experience and training:

Experience in personnel work and training equivalent to graduation from high school.

GENERAL STATEMENT:

Responsible for the procurement of supplies, equipment and materials necessary for the proper maintenance and management of a project; where the size of the project requires that the full time of an individual be devoted to this function and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Positions in this class perform responsible but somewhat routine duties involved in the purchasing of items, subject to policy restrictions, either in the open market or from the General Schedule of Supplies, in securing bids by telephone or in writing, and includes posting of required information to proper ledgers, and preparation of requisitions, purchase orders, forms and contracts in accordance with government regulations and specifications.

This class of positions may perform a number of incidental clerical duties, such as filing and typing, but the performance of these lower-level duties for a minor portion of the time are not determining features of the class.

Work is subject to general review for accuracy, and conformance to procedures. Employees may supervise a clerical assistant in the performance of assigned tasks.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Telephones vendors for quotations on materials, equipment, supplies and services for all projects, obtaining necessary information as to when orders can be filled and how deliveries are to be made.
2. Prepares purchase requisitions after acceptance of lowest quotations, assigning to a typist for typing of purchase orders, and checking upon completion for accuracy.
3. Supplies information over the telephone to vendors, employees, and transportation agents pertaining to purchase orders, dates, charges, numbers, and other miscellaneous data.
4. Enters the cost of items requiring priority ratings in the priority ledger, charging amount allotted for each classification, such as electrical, plumbing, janitorial, office, miscellaneous supplies, etc.
5. Cuts stencils for bids and types purchase orders in order to expedite the work.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Working knowledge of governmental rules, regulations and specifications involved in purchasing of materials; general knowledge of office procedures.

Procurement Clerk, CAF-4

Ability to follow oral and written instructions and effectively carry them out; to obtain and supply information over the telephone.

2. Experience and training:

Experience in commercial or government purchasing practices.

Training equivalent to graduation from high school.

PROCUREMENT CLERK, CAF-5

GENERAL STATEMENT:

Serves as Procurement Clerk on an extremely large project with responsibility for the purchasing of all supplies, equipment and material necessary for its proper maintenance and management; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Characteristic of positions in this class is the responsibility for the procurement of all items either in the open market or from the General Schedule of Supplies, securing bids by telephone or by bidding documents, involving the determination as to quality of material, fairness of price and method of procurement; location as to source of supplies; issuance of necessary priority ratings as required; and the processing through to completion of all necessary forms and contracts in accordance with government standards and specifications.

Employees in this class function under general supervision, and work is subject to review for conformance to policy and procedures. Positions in this class are not necessarily of a supervisory nature, but may supervise from 1 to 5 employees without changing the concept of the class.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Reviews purchase requisitions to determine appropriate method of procurement, i.e., from open market, General Schedule of Supplies, Treasury Procurement service contract, Navy Supply Depot or Regional Supply office, or put out on bid.
2. Maintains, or supervises the maintenance of purchase order ledgers for individual projects in addition to ledgers for stores purchases and priorities, assigns purchase order numbers to requisitions and enters all pertinent information in the appropriate ledger.
3. Draws up contracts for services, materials and supplies and processes to completion; initiates and accomplishes government bills of lading; and handles all correspondence concerning inquiries regarding prices, materials, supplies and equipment.
4. Analyzes bids, and determines award of contract to bidders based on quality, delivery date, discount, priority, etc.
5. Interviews salesmen for the purpose of keeping posted on available materials, fluctuation in prices, and appearance of new materials on the market.
6. Compiles necessary data for securing priorities on critical and restricted materials; and, in addition, handles all gasoline and tire rationing for the mechanized equipment used in maintenance work.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Good knowledge of the rules, regulations and specifications governing the purchase of materials; general knowledge of office procedures.

Ability to follow oral and written instructions and effectively carry them out; to meet the public and establish effective working relationships.

2. Experience and training:

Experience in commercial or government purchasing practices and training equivalent to graduation from high school.

PROJECT SERVICES ADVISER, P-1

(This specification was established on the basis of relatively few position descriptions. We shall appreciate having any additional material which would be useful in preparing a more comprehensive specification.)

GENERAL STATEMENT:

Serves as a technician at the beginning level in the development of programs designed for the provision of adequate health, sanitation, education, recreation, self-help, protection, child-care, facilities on projects; performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

This class is composed of positions which function at the entrance level and are subject to direct supervisory control exercised either by the Manager whose personal participation in the Project Services Program may limit the incumbent in making decisions without the manager's advice and approval; or by direct technical supervision of a Project Services Adviser of higher grade located on the project site who assumes operating responsibility for the program.

Although incumbents of positions in this class perform a relatively wide range of duties associated with the field of Project Services, such as contacting local community leaders and agencies by telephone, correspondence or personal visits, attending meetings, studying and adapting programs, adjusting tenant complaints and procuring medical services, the technical responsibility for the overall programming and evaluating aspect of the work does not appear at this level. Incumbents may, however, as directed, assist in preliminary programming through the conduct of surveys such as those designed to determine the number of pre-school children located on the project for whom day-nursery care will have to be provided, or an examination of tenancy composition for age groups in the initial planning of recreational activities.

Where supervision is exercised at this level, it usually extends only to clerical assistants for specific work assignments.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Attends committee meetings of community organizations and agencies. Assists in formulating plans for cooperative community activity through bringing together members of the community who have qualities of leadership.
2. Works closely with the Public Health Nurse on health and sanitation problems; makes personal contacts to form groups for Red Cross Home Nursing, First Aid, and Junior Home Nursing classes and clinic work.
3. Investigates and adjusts minor complaints. Encourages better relationship through personal contacts between tenants and management; assists on programs instructing tenants in the proper use and maintenance of community facilities.

Project Services Adviser, P-1

4. Visits other projects and examines their programs for suggestions as to project activities in education, recreation, health and civic programs and activities. Secures bulletins and charts on community organizations from other agencies.

5. Contacts local community groups such as Scout Leaders, Ministerial Unions, USO and others, to discuss possibilities of organizations on the projects.

6. Writes articles on project services activities for publication in the project newspaper. Gives information on available community services to new tenants.

7. Assists a Project Services Adviser in a higher grade in programming activities on the project site and assumes responsibility for the work in his absence.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Knowledge of the objectives and scope of the FPFA program for the provision of adequate project services facilities on housing projects; knowledge of community services and resources; knowledge of the proper approach to and evaluation of cultural and racial patterns in community living; familiarity with the work carried on in the fields of Child Welfare, Adult Education, Public Health, and Community Organization.

Ability to provide guidelines for stimulating tenant initiative and leadership; to maintain cooperative relationships between existing community welfare and social agencies and project tenants.

2. Experience and training:

Some experience in the technical phases of organized social service programs.

Training which is the equivalent of four years of study in a college or university with major work in one or a combination of the following fields: Community Organization, Adult Education, Child Education, Public Health Administration, Child Psychology, Economics, Social Group Work, Sociology, Social Service Administration, Public Administration.

(This section is established as a guide to placement and does not exclude from consideration other fields of work or other means of training which may have provided the applicant with the knowledges, skills, and abilities necessary for the satisfactory performance of the duties of the class.)

PROJECT SERVICES ADVISER, P-2

(This specification was established on the basis of relatively few position descriptions. We shall appreciate having any additional material which would be useful in preparing a more comprehensive specification.)

GENERAL STATEMENT:

Serves as a technician at the full performance level in developing and promoting programs designed to provide adequate health, sanitation, education, recreation, self-help, protection and child-care facilities on housing projects; performs other duties as assigned.

DISTINGUISHED FEATURES OF THE CLASS:

This class is composed of positions which operate at the journeyman level. Incumbents initiate, plan, organize and promote programs to stimulate tenant initiative in leadership in the operation of project services and facilities. Positions in this class may function under the technical supervision of a Project Services Adviser in a higher grade or under the general administrative direction of the Manager.

The duties of positions in this class include co-ordination of community programs with those of other agencies, the stimulation of group meetings, the interpretation of project services programs to tenants, management, and community agencies, the securing of professional leadership from tenant groups and the recommendation for improvement or enlargement of existing community facilities.

Incumbents of positions in this class may supervise a P-1 technician; generally, however, supervision is exercised only over clerical assistants in lower grades.

Usually such positions are established on projects of more than 1600 units.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Establishes contacts with local welfare agencies, churches, defense agencies, recreation groups and others; co-operates with them in the interest of the tenants and integrates project activity with community programs.
2. Promotes tenant participation in the initiation of community programs, comprising social, educational and welfare activities; stimulates organization of groups and clubs among tenants.
3. Assists tenants in developing their own programs in health, recreation, child care, education, self-help, protection and safety; confers with individual volunteers and tenant committees, groups and associations, in the planning of an efficient and well balanced program for all age groups.

4. Attends meetings pertaining to self-government, formal school relationships, child care, juvenile protection, and occasionally speaks before tenant and community groups in the interest of such programs; formulates plans for organizing such group activities as Red Cross classes for First Aid, Home Nursing and Nutrition, and such youth activities as Camp Fire Girl groups and Boy and Girl Scout groups.

5. Surveys existing community grounds and facilities and makes recommendations to the project management for any improvements, additions or changes beneficial to tenants collectively or individually; makes suggestions as to the need for protection of property, necessary repair or replacement of equipment and conditions of community buildings.

6. Studies community agency and program resources in the area and keeps abreast of local conditions; advises tenants through group meetings and management bulletin.

7. Interprets, through individual and group counselling, the principal policies and objectives of the project services program to management staff, tenants, agency representatives, and community officials.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills, and abilities:

Knowledge of the objectives and scope of the FPHA program for the provision of adequate project services facilities on housing projects; knowledge of community services and resources; knowledge of the proper approach to and evaluation of cultural and racial patterns in community living; familiarity with the professional methods and techniques applicable to the fields of Community Organization, Public Health, Adult Education and Child Welfare.

Ability to provide guidelines for stimulating initiative and leadership on the part of project tenants; to maintain cooperative relationships between existing community health, welfare and social agencies and project tenants; to speak effectively before groups in formal and informal meetings and in conferences and interviews; to interpret and apply FPHA policy and standards; to exercise initiative and professional judgment and to assume responsibility.

2. Experience and training:

Experience in the technical phases of planning, organizing and administering social service programs preferably in positions which have carried operating responsibility for programs on a community basis.

Training which is the equivalent of four years of study in a college or university with major work in one or a combination of the following fields: Community Organization, Adult Education, Child Education, Public Health Administration, Child Psychology, Economics, Social Group Work, Social Service Administration, Sociology, Public Administration.

(This section is established as a guide to placement and does not exclude from consideration other fields of work or other means of training which may have provided the applicant with the knowledges, skills, and abilities necessary for the satisfactory performance of the duties of the class.)

PROJECT SERVICES ADVISER, P-3

(This specification was established on the basis of relatively few position descriptions. We shall appreciate having any additional material which would be useful in preparing a more comprehensive specification.)

GENERAL STATEMENT:

Serves as a specialist in the professional field and as an adviser to the Manager on all project services matters and may direct the activities of a technician in a lower grade located in the Central Project Office or on the project site engaged in promoting, developing and evaluating programs leading to the stimulation of tenant initiative and leadership in health, sanitation, education, child care, recreation, protection, self-help programs; performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Operating independently within established policies, positions in this class function as advisers to Managers on very large projects where the manager has delegated entire responsibility for the project services functions to a specialist in the field. Positions in this class generally supervise journeyman level technicians.

The administrative supervision received from the Manager is limited to that governing compliance with overall FPFA policies and standards; from the standpoint of technical responsibility positions in this class operate independently.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Develops and promotes community activities for project tenants; plans and outlines methods of approach for the provision of project services, and for determining the needs of tenants for facilities, services and programs.
2. Coordinates services provided on the project site utilizing project facilities and integrates these services and programs with those of other community agencies.
3. Responsible for administrative control of the use of all project services facilities and makes recommendation for the maintenance and repair of project services buildings, playgrounds and equipment.
4. Works with tenant groups in stimulating tenant councils and associations to conduct activities that meet the needs of the tenants in the fields of recreation, health, education, child care protection, sanitation, safety, self-help and general welfare; assists councils and associations in planning activities and programs according to need and available facilities and equipment; attends regular and special meetings with project tenant councils, groups, committees, and associations.

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Project Services Adviser, P-3

5. Contacts and confers with representatives of various municipal, county and state agencies, civic, religious and social groups, and with representatives of industry the press, and federal agencies, to establish working relations, to study program resources and to interpret objectives and aims of project services program.

6. Prepares bulletins, notices, newspaper articles and bulletin boards; organizes information to be dispersed to each project regarding meeting times, school opening dates, available health services, etc.; assures that notices of all programs, activities, and facilities come to the attention of all tenants.

7. Evaluates on-site programs and services for adherence to FPHA policy, standards and procedures and in terms of their adequacy in meeting tenant needs.

8. Plans, supervises and is responsible for the activities of two subordinate project services advisers located on constituent projects.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills, and abilities:

Thorough knowledge of the objective and scope of FPHA program for the provision of adequate project services facilities on housing projects; thorough knowledge of community services and resources and of the organization, operation, and program of community agencies and civic departments; knowledge of the proper approach to and evaluation of cultural and racial patterns in community living; knowledge of the professional application of modern methods and techniques to the fields of community organization, public health, adult education, recreation and child welfare.

Ability to provide guidance for stimulating initiative and leadership on the part of project tenants, and to determine and satisfy their needs and interests; to confer with and to maintain cooperative relationships between existing community civic, welfare, governmental, and social agencies and project tenants; to speak effectively before formal and informal gatherings and in conferences and interviews; to interpret and apply FPHA policies and standards; to exercise initiative and professional judgment and to assume responsibility for the work performance of other technicians.

2. Experience and training:

Experience in the technical phases of planning, organizing, and administering social service programs, preferably in positions which have carried administrative supervisory responsibility for large scale programs on a community basis.

Training which is the equivalent of four years of study in a college or university with major work in one or a combination of the following fields: Sociology, Social Service Administration, Public Health Administration, Economics, Public Administration, Community Organization, Recreation, Adult Education, Social Group Work, Child Psychology.

(This section is established as a guide to placement and does not exclude from consideration other fields of work or other means of training which may have provided the applicant with the knowledges, skills, and abilities necessary for the satisfactory performance of the duties of the class.)

PROJECT SERVICES ADVISER, P-4

Although it is understood that positions at the P-4 level exist on some of the projects, no survey material was received which would justify the writing of a class specification for that level in the Project Services Adviser series. Any material or position descriptions that would permit the writing of a specification for this class would be greatly appreciated.

In the meantime it is suggested that as a working guide the P-4 level be reserved for consolidated projects in excess of 3500 units which because of the needs of the tenants, and the lack of available facilities, require a staff of professional Project Services Advisers either in the Central Project Office or on the constituent sites or both.

FIRE FIGHTER, CPC-5 1/

Under the immediate supervision of the project employee who is responsible for the operation of the project fire department, serves as a fire fighter, and in this capacity performs the following, and other duties as assigned:

1. Attends fire drills and participates in training programs as outlined in established FPFA policies and procedures. The training program will include practice in:

- (a) The proper use, care and operation of all fire fighting equipment on the project.
- (b) The proper method of entering, ventilating and evacuating buildings on fire.
- (c) The techniques of extinguishing fires.
- (d) The proper method of tying knots in ropes for ladders, etc.
- (e) First aid courses, resuscitation, appropriate carries, etc.
- (f) The most direct routes to fire hydrants from given points.

2. Responds to fire alarms and assists in fighting fires as directed by the person responsible for project fire protection.

Physical Requirements

Must be in sound physical condition, able to perform duties of an arduous nature and withstand fatigue, possess good eyesight and hearing, remain self-possessed in situations of danger or stress.

1/ This description is not based on survey material.

FIREMAN, CPC-3

GENERAL STATEMENT:

Fires low pressure coal, oil or gas fired steam, hot water or air duct heating plants; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Responsibility in this class is for maintaining proper pressures, temperatures, and water levels in small heating or boiler plants with economical use of fuel; for maintaining simple auxiliary equipment and the boiler room in proper condition; and for assisting in minor repairs. Work is performed on an assigned shift and is subject to periodic inspection by supervisor.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Fires individual furnaces or groups of furnaces furnishing heat to dormitory units or groups of dwellings.
2. Fires hot water heaters furnishing hot water to dormitory or other units.
3. Oils and greases auxiliary pumps and other equipment located in the furnace room and checks for proper operation.
4. Regularly cleans the furnace equipment and furnace room.
5. Cleans fire and grate bars and draws ashes.
6. Maintains water levels and steam or fuel pressures for efficient use of fuel.
7. Makes minor emergency repairs and refers major repairs to supervisor.
8. When operating a number of furnaces or boilers in different buildings, makes regular tour of inspection to see that fires are properly maintained and that the equipment is functioning.
9. Checks fuel supplies in order to permit supervisor to maintain adequate supplies for operation.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Knowledge of efficient firing methods, of boiler room practice, and of the operation and maintenance of auxiliary equipment, safety devices and valves.

Ability to perform minor repair work on heating systems.

Fireman, CPC-3

2. Experience and training:

Some experience in the operation of low pressure boilers or warm air heating systems.

Completion of eighth school grade or its equivalent.

3. Special qualifications:

Possession of a valid fireman's license of the type specified for the heating plant to be operated.

FIREMAN, CPC-4

GENERAL STATEMENT:

Supervises a group of firemen in a lower grade engaged in firing low pressure boilers; checks operation of equipment and acts as an assistant to mechanics of higher grade in making repairs to heating equipment; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Responsibility in this class is for overseeing the work of firemen in lower grades and for maintaining proper standards of operation on an assigned shift. Employees in this class make minor repairs to equipment and assist in making major repairs and alterations.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Assigns firemen to specific shifts and checks on their attendance.
2. Inspects fire and ash pits.
3. Periodically checks a group of furnaces or heating rooms for proper operation of gauges and to see that proper building temperature is being maintained.
4. Reports needed major repairs to supervisory employees; makes minor repairs to furnaces as needed.
5. Trains and instructs new firemen.
6. Oils, greases, and otherwise maintains boiler room equipment.
7. Acts as fireman during absence of regular shift operators.

STATEMENT OF QUALIFICATIONS:

1. Knowledge, skills and abilities:

Thorough knowledge of efficient firing methods; working knowledge of boiler room practice and of the operation and maintenance of auxiliary equipment, safety devices and valves.

Ability to supervise and plan the work of employees in lower grades; to diagnose and correct minor boiler room break-downs and to assist in major repairs.

2. Experience and training:

Several years' experience in the operation of boilers and boiler room equipment.

Fireman, CPC-4

Completion of eighth school grade or its equivalent.

3. Special qualifications:

Possession of a valid fireman's license of the type specified for the heating plant to be operated.

GARDENER, OFC-4

GENERAL STATEMENT:

Performs skilled work of journeyman difficulty in maintaining the lawns and plantings of a housing project in good condition; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

The work of a position in this class involves the responsibility for performing skilled work in accordance with standard practices and procedures. Supervision is usually received from an employee in a higher grade who transmits work orders, inspects finished work and confers on plans for large work projects, the incumbent being independently responsible for technical procedures, methods and results.

Positions exist in this class only on projects which have extensive planted areas on which trees, hedges, shrubbery, and vines are planted and maintained by the project. Usually, supervision is exercised over several laborers or other assistants engaged in the maintenance of lawns and plantings.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Assigns crews to sectors for watering and mowing lawns, pruning shrubbery, cutting dead tree-limbs, transplanting shrubbery and cutting and laying sod.
2. Determines needs for and directs the reseeding, grading, fertilizing, and rehabilitating of lawns.
3. Determines the need for and installs drains for the purpose of draining standing water from building foundations. Inspects ditches and drainage system and supervises repairs and maintenance.
4. Inspects trees and shrubbery for presence of disease and insects, and determines proper method of control and protection.
5. Directs a crew of laborers giving advice and instructions as to tools and methods to be used, and personally participates in the trimming out and clearing of underbush from woodland areas; the pruning of vines, and shrubbery and trees; the cultivation of shrubbery and shrub beds; the planting of trees, vines and shrubs; the plowing, discing and harrowing of victory gardens for tenants; the cutting and stacking of hay in community areas; the dragging and leveling of recreation areas.
6. Drives a tractor with a snow plow attachment for the removal of snow from streets, and a power mower with a sidewalk sweeper attachment for removing snow from sidewalks.
7. Assigns crews and directs the collection of rubbish and garbage.

Gardener, CPC-4

8. Performs minor repairs to and maintains grounds equipment; oils, greases, cleans and services machines.
9. Requisitions and maintains adequate inventory of grounds supplies.
10. Keeps time records; approves leave cards and prepares accident reports; files and keeps cost records; submits periodic inspection reports.
11. Recommends improvements, alterations and repairs to the lawns and planted areas.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Working knowledge of groundskeeping and horticultural practices as applied to the lawns and plantings on the grounds of a housing project; working knowledge of the planting and care of the commoner varieties of trees, shrubs and vines, and of cultivating, pruning and sodding methods; familiarity with ordinary plant diseases, pests and their control.

Skill in the use of grounds maintenance tools and equipment.

Ability to maintain and to make minor repairs to grounds machinery and equipment; to plan, lay out and supervise the work of assistants in lower grades; to keep simple records and make reports.

2. Experience and training:

Considerable experience in a supervisory capacity on the grounds of a large estate or institution. Completion of eighth school grade or its equivalent.

JANITOR, CPC-2

GENERAL STATEMENT:

Performs such unskilled heavy cleaning and labor duties as are necessary to maintain the office and community buildings and surrounding areas of a housing project, in a neat and orderly condition; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Work performed in this class is routine and unskilled with the responsibility for keeping the office and community buildings and grounds clean and orderly. A station is usually assigned and instructions as to methods and routine of cleaning explained by an employee in a higher grade.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Sweeps, dusts, empties wastepaper baskets, pencil sharpeners and ash trays; mops the floors in offices, lobbies and halls as necessary.
2. Waters and mows lawns surrounding the office building; picks up paper and trash from the grounds; sweeps and shovels snow from sidewalks.
3. Keeps rest rooms in office buildings supplied with soap, towels, and paper.
4. Arranges furniture in community building for meetings.
5. Moves furniture and supplies as directed.
6. Occasionally runs errands, delivers messages, collects mail and packages.
7. Regulates thermostat controlling automatic furnace at desired temperature; or occasionally fires a hot water heater or furnace.
8. Checks light bulbs, replacing burned out bulbs with new ones.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

No special knowledges, skills or abilities are required.

2. Experience and training:

No previous experience or training is necessary.

JANITOR, CPC-3

GENERAL STATEMENT:

Performs semi-skilled and unskilled labor in maintaining project offices and surrounding areas in a neat and orderly condition; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Work performed in this class consists of manual labor, with the responsibility for maintaining office buildings and grounds in a neat and orderly condition and for performing minor maintenance and repair work to furniture, plumbing and fixtures. Instructions as to methods and routine of cleaning are given to incumbents upon entrance to duty.

Supervision may be exercised over one or more employees in lower grade but is not necessary for allocation to this class.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Makes minor repairs to steps, doors, windows and furniture involving some use of carpenter tools.
2. Unstops sinks, drains and water closets using a plunger or wire snake.
3. Maintains desired degree of heat in project offices by firing a low-pressure boiler or other heating unit; and fires hot water heater.
4. Sweeps project offices and dusts furniture, empties wastepaper baskets, pencil sharpeners and ash trays; mops floors of buildings and halls; washes windows, ceilings, moldings and electrical fixtures.
5. Keeps rest rooms in office buildings supplied with soap, towels and paper.
6. Waters and mows lawns surrounding office buildings; removes snow and ice from walks and drives.
7. Occasionally runs errands and delivers messages; drives light truck or passenger car for picking up mail or supplies.
8. Occasionally sorts mail and distributes it to tenants.
9. Removes screen windows and doors and repairs screen where needed; hangs screen doors and windows.
10. Occasionally makes rounds of office buildings.

Janitor, CPC-3

STATEMENT OF QUALIFICATIONS:

1. Knowledge, skills and abilities:

Some familiarity with general maintenance tools and equipment.

Ability to follow oral instructions.

2. Experience and training:

Some experience as a janitor, preferably in a public building or institution.

3. Special qualifications:

Possession of a valid fireman's license of the type specified for the heating plant to be operated.

LABORER, CPC-2

GENERAL STATEMENT:

Performs heavy manual labor requiring no skill or experience; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Work performed in this class is routine, unskilled labor with no responsibility other than for following instructions. Specific work assignments are made by an employee in a higher grade who checks to see that work is performed satisfactorily.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Waters lawns, parkways, and other public areas; cuts and lays sod; picks up paper and trash from alleys, streets and playgrounds; mows and rakes lawns; digs and cleans drainage trenches and gutters.
2. Loads and unloads garbage on trucks; cleans, washes and disinfects garbage stations and containers.
3. Moves and arranges furniture and supplies as directed.
4. Scrapes and cleans walls in preparation for painting.
5. Loads and hauls dirt, fills low areas and eroded gullies in yards, levels uneven areas, digs post holes for clothes lines and fences.
6. Excavates around clogged sewers in accordance with plumber's instructions, backfills when plumber has finished.
7. Assists truck drivers by loading and unloading furniture, freight, lumber, coal, and building supplies.
8. Cleans vacated units, washes walls, floors and windows, cleans out stoves and furnaces.
9. Shovels snow and scrapes ice from sidewalks and roads.
10. Carries oil and fills tanks of oil burners in utility trailers.
11. Occasionally delivers messages and runs errands.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:
Ability to perform heavy manual labor.

2. Experience and training:

No previous experience or training is necessary.

LABORER, OPC-3

GENERAL STATEMENT:

Performs labor work requiring some previous experience, drives automobiles, trucks, and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Work performed in this class consists of manual labor involving the use of some tools, with little responsibility other than for following instructions and the satisfactory completion of assigned tasks. Specific work assignments are made by an employee in a higher grade who gives definite instructions as to the methods of work and tools to be used and checks work upon completion. Although assignments are specific, the supervision over the employee is not necessarily constant.

Incumbents perform minor maintenance and repair tasks and operate light motorized equipment such as power lawn mowers, scooters, and light trucks or tractors.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Detaches and stores screen doors and windows replacing new screens where needed; oils rusty locks and hinges; replaces screen doors and windows.
2. Prunes and cultivates plantings on project grounds; seeds, sods, weeds, waters and mows lawns; sprays trees and shrubs with insecticides.
3. Thaws out frozen pipes; helps plumber by passing tools and doing heavy labor work such as digging up pipes; unstops plumbing by use of a plunger or wire snake.
4. Helps a carpenter by passing tools, piling lumber, building and moving scaffolds, and putting away tools after the carpenter is finished.
5. Makes dirt fills on sunken lawns; terraces ground for soil erosion control; digs ditches to facilitate drainage; occasionally drives a light truck hauling dirt, sod, or trash.
6. Does minor repair work such as fixing up broken fences, steps, and broken boards in wooden sidewalks, picks up paper, trash and rubbish from lawns, playgrounds, and public areas.
7. Sprays furniture and interior of vacated housing units with insecticides and germicides; fumigates housing units.
8. Fills oil tanks, cleans oil burners which have become clogged; cleans, oils and otherwise services motorized equipment.

Laborer, CPC-3

9. Mixes mortar and assists plasterer passing the necessary tools and equipment. Cleans up after the work has been completed.

10. Cleans dry sludge from filter beds in a sewage treatment plant, helps lay new storm sewers; does minor carpenter work connected with the building of new filter beds.

11. Occasionally fires a low pressure boiler, hot water heater, or furnace.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Familiarity with the practices, methods, and materials of some phase of maintenance; familiarity with the tools and the equipment of one or more crafts; some knowledge of the planting and care of flowers, trees and shrubs.

Ability to perform heavy manual labor and to follow oral instructions.

2. Experience and training:

Some experience as a laborer, preferably in the construction field, and some experience in groundskeeping or gardening work.

3. Special Qualifications:

Possession of valid licenses for the equipment to be operated.

MAID, OFC-2

GENERAL STATEMENT:

Performs such light cleaning and housekeeping duties as are necessary to maintain the buildings on a housing project in a neat and sanitary condition; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Work performed in this class is routine, unskilled labor, with no responsibility attached other than for thoroughness in cleaning. Specific work assignments are usually made daily by an employee in a higher grade who checks to see that the work has been performed satisfactorily.

Such positions are usually found on dormitory - or other types of projects operated on a hotel basis.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Makes beds and changes linen; shakes and brushes blankets; empties waste baskets and ash trays; dusts furniture.
2. Sweeps, mops, and waxes floors in halls, lounges, offices, dwelling units, and community buildings; washes mirrors and windows; scrubs and disinfects lavatories and utility buildings.
3. Supplies lavatories with soap and toilet paper.
4. Separates, checks, and prepares soiled linen to be sent to the laundry; counts and distributes clean linen.
5. Prepares housing units for occupancy by cleaning floors, walls, stoves, lavatory fixtures, venetian blinds, windows, cabinets, refrigerators, electric light fixtures.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

No special knowledges, skills or abilities are required.

2. Experience and training:

No previous experience or training is necessary.

MAID, CPC-3

GENERAL STATEMENT:

Supervises and inspects the work of a group of employees in lower grades engaged in such cleaning and housekeeping duties as are necessary to maintain the buildings on a housing project in a neat and sanitary condition; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

The incumbent of a position in this class acts as supervisor of a group of employees in lower grade, inspecting rooms to see that they are orderly and neat when work is completed. Supervision may be received from a Housekeeper who assigns specific stations and makes occasional tours of inspection.

An employee in this class may, under the supervision of the Housing Manager or an Assistant Manager, serve as the head of a housekeeping unit assigning and directing the work of a small group of employees in a lower grade where the responsibility for record-keeping and maintaining supplies is incidental due to the few employees supervised and the small amount of linens and supplies necessary.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Checks the attendance of employees assigned to specific stations; inspects finished rooms to see that they have been thoroughly cleaned.
2. Keeps count of, and distributes to employees in lower grades clean linen to be used in making beds; reports to Housekeeper any damages to mattresses, pillows, towels, linen, or room furnishings.
3. Checks all rooms to see that doors and locks are in good condition and that no light bulbs are burned out; reports any needed repairs to the Housekeeper.
4. Inspects all lounges, halls, lavatories, shower rooms, and linen closets for cleanliness and order.
5. Helps with the cleaning when an employee is absent.
6. Works with newly appointed employees for training purposes.
7. When working under the supervision of the Housing Manager or an Assistant Manager, keeps attendance records of employees in lower grades, requisitions minor cleaning supplies such as soap, scouring powder, and disinfectants; and keeps a running inventory of cleaning supplies and linens.

Maid, CPC-5

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Knowledges of cleaning methods, materials and equipment.

Ability to assign and supervise work of assistant; to keep simple records; to read and write.

2. Experience and training:

Some cleaning experience and completion of eighth school grade.

HOUSEKEEPER, CPC-4

GENERAL STATEMENT:

Directs all housekeeping and cleaning activities necessary to maintain the buildings on a housing project in a neat and sanitary condition; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

An incumbent of a position in this class has the full responsibility for all cleaning work on a moderately large project, including the planning, assigning, and directing of the work of a group of housecleaning employees in lower grade (ranging between 10-25); maintaining adequate supplies, and keeping employee's attendance records. General administrative supervision is received with regard to the hours of work, types and frequency of housekeeping reports, method of requisitioning supplies, and the extent of the responsibility of the housing project for keeping occupants' quarters clean; but the employee is responsible for all details connected with organizing and planning the work of the unit.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Checks the attendance of a group of maids and makes out work schedules.
2. Requisitions cleaning supplies and keeps records of supplies used by Maids.
3. Holds conferences with Maids to discuss problems and stimulate interest in work.
4. Maintains a perpetual inventory of linens, checks and counts incoming and outgoing laundry, reporting shortages and surpluses.
5. Interviews applicants for maid positions and trains new appointees; approves leave cards; keeps time records of employees.
6. Confers with supervisor on irregularities and supervisory problems.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Thorough knowledge of cleaning methods, materials and equipment.

Ability to plan and supervise the work of assistants; to keep simple records.

2. Experience and training:

Some cleaning experience in a supervisory capacity and completion of eighth school grade.

MAINTENANCE AIDE, CPC-4

GENERAL STATEMENT:

Performs general maintenance work of less than journeyman difficulty in the repair and upkeep of buildings and equipment on a housing project; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Incumbents of positions in this class usually but not necessarily work under the direct supervision of a journeyman in the trades and assist him by performing the less difficult, semiskilled and unskilled painting, plumbing, carpentry, masonry, electrical and other tasks required in the repair and maintenance of project property and equipment. Specific work instructions are received and finished work is inspected for conformance with standard trade practices and procedures.

Employees in this group have usually acquired some skill in the use of a variety of tools and some knowledge of the standards and practices of one or more crafts.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Cleans, scrapes and sandpapers surfaces in preparation for painting; mixes paints in accordance with specific instructions and prepares putty for use; under supervision paints, stains, enamels or varnishes interior and exterior surfaces; cleans and preserves brushes for future use; assists journeyman painters in arranging, building and moving scaffolds.
2. Cuts, fits and joins lumber in accordance with instructions; repairs locks, latches, hinges, and other hardware and mill supplies; mends and replaces screens; repairs molding, caulks around frames and flashings and other crevices, and fills in plaster cracks; levels and replaces boards in sidewalks; repairs porches, rails, steps, lattice work, and other wooden parts of buildings; constructs utility shelves and cupboards, and makes simple repairs to furniture and playground equipment; replaces shingles or repairs roofs with asphalt cement.
3. Replaces electric bulbs and burned out fuses; repairs extension cords; assists in the installation of electrical wiring by pulling wire through conduits and connecting small wire leads; tests for mechanical defects; supplies tools and materials to maintenance mechanic.
4. Unstops drains, sewer lines and water fountains using rods and plungers; repairs leaky faucets; assists in marking pipe lengths and measuring dimensions, and in assembling and installing pipe and tubing; assists in installing gas, water and sanitary fixtures and testing for leaks.

Maintenance Aide, CPC-4

5. Assists Maintenance Mechanic in repairing cars, trucks, power lawn mowers, tractors and farming equipment; washes and polishes passenger cars and trucks; lubricates and changes oil in cars, trucks and other automotive equipment; demounts and repairs flat tires; fills gasoline tanks and checks oil in automotive equipment; assists Maintenance Mechanic in preparing cars for painting by steam cleaning or power and hand sanding, and brush paints rough parts; occasionally operates passenger cars, light trucks or light tractors.

6. For a minor portion of the time, performs such general maintenance tasks as cleaning tanks and oil burners; replacing tile and cement blocks in floors and sidewalks; filling in washouts and leveling roads; constructing wooden forms for cement blocks; mowing lawns; firing boilers and water heaters.

STATEMENT OF QUALIFICATIONS:1. Knowledges, skills and abilities:

Familiarity with standard methods, tools and practices of one or more trades as required.

Some skill in the use of the tools, machines and materials required in one or more trades.

Knowledge of the construction and operation of equipment and installations as required.

2. Experience and Training:

Some experience in one or more of the following: painting, plumbing, carpentry, electrical, heating, mechanical, masonry or general building maintenance trades.

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MAINTENANCE MECHANIC, CPC-6

GENERAL STATEMENT:

Performs general maintenance work requiring journeyman skill in the repair and upkeep of buildings and equipment on a housing project; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

This is the full performance level for general maintenance work on a housing project. Incumbents of positions in the class perform duties at the journeyman level of one or more crafts in the repair and maintenance of buildings and equipment on a project. Employees engage in maintenance, minor construction or repair work in a craft or crafts necessary to the proper care of structures and the operation of electrical, water, sewage disposal, heating and other equipment existing on the project. There is usually no selection of assignments to employees in this class, incumbents being expected to perform skilled maintenance work at the journeyman level in a specific trade or trades, and to determine the repairs and adjustments required, the materials or equipment necessary, and methods to be used to complete the alterations, repair and maintenance in a workmanlike and presentable manner.

There is considerable responsibility in this class where such repairs and adjustments require a familiarity with equipment and a knowledge of the principles involved in its operation.

Supervision is usually received from a Maintenance Superintendent where the project is in excess of 100 units. On a small project or project site, such positions are usually responsible for the performance of a variety of maintenance tasks and for the supervision of any necessary semi-skilled or unskilled assistants.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Paints, varnishes, refinishes, enamels and redecorates the exterior and interior of housing units by brush or spray gun; removes stains and loose paint from surfaces, mixes casein and oil paints; applies sizing coats, sands, buffs and seals floors; instructs tenants in painting methods, mixes and distributes paints to tenants; occasionally letters or stencils desk signs and numbers on trailers, houses and garbage or rubbish containers; cleans and keeps brushes and tools in proper working conditions and guards against spontaneous combustion in the paint shop by careful storing of paint and materials.
2. Repairs plywood floors; repairs, replaces, installs windows and doors; builds scaffolds; repairs wooden walks; repairs or refinishes cabinets, tables, desks, etc., builds wooden tables, bulletin boards, waste baskets, shelves, and other furniture and wooden equipment; repairs buckled tile floors; replaces damaged screening; repairs broken locks and latches; changes locks and duplicates keys; adjusts and maintains duplicating key machine and other locksmith

Maintenance Mechanic, CPC-6

tools; makes cement forms, builds minor additions, and alterations to existing buildings.

3. Repairs and maintains electrical equipment including interior and exterior lighting and distribution lines; overhauls, repairs and adjusts electric motors; repairs and cleans refrigerator units; repairs and adjusts temperature controls; repairs relay boxes; repairs hot plates and electric stoves; replaces defective elements; installs new circuits; makes periodic inspections of all electrical wires for overloading, defective wiring and for other electrical hazards.

4. Installs repairs and maintains plumbing and heating equipment; repairs leaks in water, gas, and sewer lines; cleans burners of hot water heaters, checks and repairs heaters, checks thermostats to insure accuracy of automatic operations, cleans and repairs pressure regulators to insure maintenance of correct pressure in water mains.

5. Performs masonry work such as building cement sidewalks and floors, building and pointing up brick and stone walls and terraces, erecting, chimneys, and mixing and applying plaster.

6. Maintains and repairs automotive equipment; overhauls internal combustion motors; performs both major and minor acetylene welding work, ranging from brazing key rings to welding car frames; occasionally is called upon to perform emergency road repairs to automotive equipment.

7. Keeps records of maintenance costs by recording time and materials used, maintains inventory of supplies on hand, and requisitions additional supplies and materials as needed.

8. Where workload requires additional assistance, supervises a small number of semi-skilled and unskilled helpers by assigning duties, supervising employees during performance, and checking on completed work assignments for compliance with instructions.

9. For a minor portion of the time and as an incidental duty, performs such tasks as cleaning offices, storerooms, workshops; tends furnaces and hot water or small steam heating plants; cleaning vacated housing units for reoccupancy; watering, draining, seeding, trimming and mowing lawns, grading and patching streets, walks, alleys, and tending such public areas as playgrounds and parking lots.

STATEMENT OF QUALIFICATIONS:1. Knowledges, skills and abilities:

Working knowledge of the physical layout of the project or site, and the major cutoffs to its water, gas, electrical and sewerage systems.

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Maintenance Mechanic, CPC-6

Skill in the diagnosis of mechanical breakdowns occurring to household, utility, and automotive appliances and the ability to make repairs with a minimum of delay.

Ability to use the tools common to either the carpentry, plumbing, painting, electrical, masonry, automotive and general building maintenance trades with journeyman skill; to make minor and major repairs and alterations in a workmanlike and presentable manner; to manage labor and materials effectively; to keep records and prepare simple reports.

2. Experience and training:

Several years experience in the general maintenance, construction, alteration, and repair of dwellings, appliances and automotive equipment; the maintenance and repair of utilities; and the upkeep of grounds.

Graduation from the eighth school grade or its equivalent.

MAINTENANCE SUPERINTENDENT

Allocation Schedule (Basic)

Dwelling Units

Classification Grades

101 - 200	CPC-7
201 - 400	CPC-8
401 - 800	CPC-9
801 - 1600	CPC-10
1601 - 3500	P-3
3501 and over	P-4, 5*

* P-5 only in the most unusual cases

GENERAL STATEMENT:

Plans, supervises or personally participates in the maintenance, operation and repair of project structures, grounds and equipment; and performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Positions in this series are responsible for planning, directing and supervising all regular maintenance, alteration and minor construction programs on a housing project where such activities require the services of skilled, semi-skilled, or unskilled assistants. Maintenance Superintendents are usually not found on projects of less than 100 units.

Positions in this series provide the Housing Manager with technical advice and assistance and are responsible for scheduling all maintenance work.

Responsibility also attaches in this series for keeping adequate stocks of such supplies and equipment as are necessary for the continuous operation of the maintenance program and for the keeping of cost and time records of all work done.

Occasionally employees in this series perform repair work of more than ordinary difficulty.

Training of the staff in more efficient and economical methods is also a responsibility of positions in this series.

The basic grades for Maintenance Superintendent are largely determined by the number of units in the development. However, an additional grade may be allowed where the project is composed of a variety of dwelling types, e.g., family dwellings and trailers, dormitories and trailers, or where, complete centralized responsibility exists for the operation, repair and maintenance of utilities systems, heating plants, electric generators, and other equipment

Maintenance Superintendent

where efficient and economical operation requires more skilled assistants, presents greater problems in administration and demands a higher degree of technical training and experience.

Work is performed under general supervision of a General Housing Manager or Housing Manager.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Plans and supervises all maintenance and repair programs for the upkeep of dwellings, community buildings, equipment; upkeep of roads, plantings and grounds existing on the project; assigns individual workmen or crews of workmen to specific tasks; checks work during progress; reviews completed assignments for conformance with efficient trade practices.
2. Interviews, recommends and trains maintenance personnel; keeps records and approves employees' leave.
3. Plans and supervises the operation, maintenance and repair of central heating, sewage treatment or water pumping plants.
4. Confers and collaborates with the housing manager in planning and determining maintenance policies related to general upkeep including tenant maintenance of the project, recommends, draws and prepares designs and specifications for major and minor repair programs to buildings and grounds.
5. Diagnoses the cause of mechanical breakdowns to electrical, mechanical and plumbing systems and occasionally makes the more difficult repairs to such systems.
6. Directs the project safety or protection program by planning and organizing the guard or watchman service and supervising its operation, and in executing the safety program.
7. Prepares regular and special reports on the activities of the maintenance section and prepares detailed estimates of proposed expenditures for budgetary purposes.
8. Encourages and instructs tenants in tenant maintenance programs.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

Knowledge of the tools, equipment and standards employed in one or more of the following: carpentry, plumbing, electrical, masonry and painting, road maintenance, drainage, and plantings.

Maintenance Superintendent

As required, knowledge of the operation, maintenance and repair of central heating, sewage disposal and water pumping equipment existing on the project and of the safety practices and devices related to each; thorough knowledge of building construction and maintenance and ability to plan, layout and supervise the work of others and to train maintenance and operating personnel; thorough knowledge of the physical layout of the housing project and of all cut-offs to its water, gas, electrical or sewage systems; ability to diagnose major and minor breakdowns to project equipment and household appliances and ability to make needed repairs with a minimum delay; ability to keep records, prepare reports and estimate needs in advance. As required, ability to prepare, and interpret building plans, blueprints, and specifications. Ability to work harmoniously with tenants and to stimulate their participation in maintenance.

2. Experience and training;

Extensive experience in the general maintenance, construction, alteration and repair of multiple dwellings and apartment units including the operation and maintenance of centralized heating, sewage disposal, of water pump equipment (if such installations exist on the project), the maintenance and repair of all related utilities and in the upkeep of an extensive system of grounds, streets and public areas.

Education equivalent to graduation from a standard high school.

3. Special Qualifications

Possession of any necessary licenses related to the operation or maintenance of central heating plants, sewage disposal plants, water pumping stations.

OPERATING ENGINEER CPC-6

GENERAL STATEMENT:

Operates and maintains a water pumping station, sewage treatment, propane gas, or a high pressure central heating plant; performs other duties as assigned.

DISTINGUISHING FEATURES OF THE CLASS:

Responsibility in the class is for the proper operation, maintenance and repair of high-pressure heating plant, a central propane storage and gas production system, sewage treatment plant, a water pumping station or other utility systems. The responsibility delegated to positions in this class includes the maintenance, repair and regulation of all equipment and appliances including pumps, compressors, motors, valves, cylinders, pistons, fans, stokers, electrical controls, generators, recording instruments and other appliances and operating controls.

In some positions, such as the operating engineer in a sewage treatment plant, there is some necessity for making certain routine chemical tests to determine the effectiveness of operations. Incumbents of positions in the class are also responsible in most cases for making regular inspections and checking on the proper operation of the plant equipment.

The work may include supervision over semi-skilled or unskilled employees, such as firemen in a heating plant. The supervision exercised over positions in the class generally comes from an engineer in a higher grade or a maintenance superintendent who has overall responsibility for maintenance activities on the project.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Supervises the operation and maintenance of a large water pumping station; makes periodic inspection of entire plant for efficient operation and condition of all equipment; supervises minor repairs to equipment and personally participates in difficult repairs, installations and alterations; takes necessary precautions to assure that pumping stations and equipment are kept clean and that purity of water is not endangered by insanitary conditions; periodically checks condition of equipment at the pumping station or water tower and insures the maintenance of an adequate water supply; plans and assigns work of semi-skilled and unskilled employees, establishes daily work schedules, assigns employees and makes daily reports of plant operations. Operates water filtration or other treatment plants including operation of chlorinators, where such installations are a part of the water supply facility.

Operating Engineer, CPC-6

2. Operates sewage treatment plant and its equipment on an assigned shift; periodically inspects and oils sewage pumps and motors and prevents obstructions from interfering with operation; tests for proper operation of sludge agitators; makes routine chemical test of contents of sewage and digester tanks to determine efficiency of operation and records such tests. Measures amount of chlorine in containers and records daily consumption; periodically cleans equipment and installations such as pumps, tanks and filters.

3. Operates and maintains a central propane gas plant and keeps in repair household appliances using propane gas; inspects, adjusts and services pressure reducing valves necessary to the maintenance of correct pressure in gas plant distribution lines and burners; operates necessary compressors, pumps and other equipment in transferring liquid gas from tank cars to storage tanks; services, repairs and otherwise maintains hot air furnaces by adjusting automatic controls; oils and services motors and maintains fan circulating systems; calculates amount of gas in storage, records gas consumption and estimates to permit most efficient storage and procurement of propane gas; operates small steam generator in evaporating and converting gas.

4. As the operating engineer in charge of a shift operates a high pressure central heating plant; operates heating control systems and reads and regulates charts on recorders; maintains in proper operation, boilers, blowers, pumps, stokers, condensation systems and other equipment; keeps records of fuel consumed; checks on proper water level in boilers; makes routine tests on boiler water to detect presence of harmful properties; lubricates pumps, stokers, and other mechanical parts and equipment; makes emergency repairs to engines, pumps and mechanical systems.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, Skills and Abilities:

Thorough knowledge of the installation, operation, repair and maintenance of the mechanical systems and equipment found in water pumping stations, including chlorinators and filters, sewage treatment plants, propane gas plants, and central heating plants; thorough knowledge of safety and accident prevention methods, measures and practices; thorough knowledge of sanitation and purity standards as required by appropriate regulatory bodies.

Skill in the use of tools and in the operation of equipment and appliances required in the repair and maintenance of mechanical distribution systems and heating plant units.

Operating Engineer, CPC-6

Ability to interpret and regulate gauges, recorders and indicators; to make tests as required; to diagnose operating breakdowns and to make necessary repairs to equipment, to plan, lay out and supervise the work of others as required.

2. Experience and Training:

Considerable experience in the operation and maintenance of water pumping equipment and motors, sewage disposal plants, liquified gas generating and distribution systems, heating plants, and other utilities.

Completion of eighth school grade or its equivalent.

3. Special Qualifications:

Possession of a valid operator's license of the type specified for the equipment to be operated.

PROJECT POLICEMAN, CPC-6

GENERAL STATEMENT:

Under general supervision, as an armed and deputized or specially commissioned officer and as a member of an independent project police force, performs, within the limits of an EPHA project, work involved in the protection of public and private property, in the control of traffic and traffic violations, in the general maintenance of law and order, in the enforcement of regulations and the arrest of offenders, in answering emergency calls and giving first aid, and in instructing tenants regarding project rules and regulations.

DISTINGUISHING FEATURES OF THE CLASS:

This is the journeyman level of project protective positions functioning as armed, deputized members of an independent police force providing complete protection, similar to that usually furnished by a public police force, to an EPHA directly-operated project, where no local civic or county police protection is available. Positions in this class are under the supervision of a Chief of Project Police or a Project Policeman of higher grade.

Incumbents of positions in this class possess the properly delegated authority necessary to carry out the foregoing responsibilities, are armed, and are members of an organization functioning under a system of training and a code of discipline. They are ordinarily uniformed and wear badges, and in order to carry out their assigned duties, have received proper training with respect to laws and regulations, the use of firearms, self protection, and first aid.

ILLUSTRATIVE EXAMPLES OF DUTIES:

1. Patrols, either on foot or in a patrol car, a certain designated area of a project in order to insure the safety of project residents and property by controlling traffic, by apprehending persons making illegal entry into buildings and residences, by arresting disturbers of the peace, by keeping a careful lookout for outbreaks of fire, sabotage, fire hazards, dangerous obstructions, etc., and takes necessary precautions to prevent injury or damage.
2. Arrests violators, serves warrants, conducts offenders to jail and testifies in court when offenders apprehended on the project are tried; conducts preliminary investigations of violations and crimes.
3. Answers emergency calls in cases of injury or sickness, performs first aid, and conducts injured residents to doctors or hospitals; answers calls from tenants or employees with regard to disturbances, breakings of the peace and other violations.
4. Prepares reports covering each tour of duty; checks on fire-rooms, pumping stations or other utility operations that may be assigned; checks

Project Policeman, CPC-6

building guard or night watchman stations to insure that the men are on duty.

5. Instructs tenants with respect to parking, maintenance, sanitation, garbage disposal, fire and safety regulations, and other rules and regulations of the project; carries out special assignments of a protective nature.

STATEMENT OF QUALIFICATIONS:

1. Knowledges, skills and abilities:

A good knowledge of the project rules and regulations and of Federal and local laws relative to the protection of property; good working knowledge of the applicable powers of arrest; skill in the use of firearms; skill in self-protection; skill in the use of fire prevention and protection equipment; skill in the application of first aid; ability to read, write, and speak the English language; adaptability to discipline; capacity to act in a crisis, and ability to deal with people in a courteous and firm manner.

2. Experience and training:

Six months experience and training as a Project Policeman, CPC-5, or equivalent experience in federal, civic, or private protective work or in military service.

3. Physical Requirements:

Must be in sound physical condition, able to perform duties and act in emergencies requiring considerable physical exertion. Must possess good eyesight and hearing.

PROJECT POLICEMAN, CPC-5

This is the class of positions to which recruitment is usually made for project policemen and should be considered the training level for the Project Policeman Series. For individuals who have not had previous experience in protective work, or in a related field, the training period is usually of six months duration.

Positions in this class participate in drills and training programs, perform specifically assigned protective tasks, and may accompany and assist a Project Policeman in a higher grade in the performance of his duties.

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Position Classification Standards for Directly - Operated Projects

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POSITION CLASSIFICATION SCHEDULE FOR DIRECTLY-OPERATED PROJECTS

The classification of the majority of positions on directly-operated projects is dependent upon several factors in addition to the duties and responsibilities of the positions. Primary among these is the size of the project on which the position is located as expressed in number of dwelling units. The following schedule lists titles and grades which are recommended at present for positions on directly-operated projects of various sizes. This tabulation should be used as a guide or "measuring stick" in the initial evaluation of grade levels preliminary to considering variable factors as discussed in "Position Classification Standards for Directly-Operated Projects".

<u>UNITS</u>	<u>TITLE OF POSITION</u>	<u>GRADE</u>
Up to 120	Housing Manager	CAF-5,6
	**Asst. Clerk-Stenographer (Accounting)	CAF-3
	**Junior Maintenance Aide	CPC-5
	Senior Laborer	CPC-3
121-175	Housing Manager	CAF-6,7
	**Asst. Clerk-Stenographer (Accounting)	CAF-3
	*Junior Clerk-Stenographer	CAF-2
	**General Maintenance Aide	CPC-6
	Senior Laborer	CPC-3
176-265	Housing Manager	CAF-7,8
	Tenant Aide	CAF-4
	**Asst. Clerk-Stenographer (Accounting)	CAF-3
	*Junior Clerk-Stenographer	CAF-2
	Senior Maintenance Aide	CPC-7
	*Senior Laborer	CPC-3
266-450	Housing Manager	CAF-8,9
	Senior Tenant Aide	CAF-5
	Accounting Clerk	CAF-4
	**Asst. Clerk-Stenographer	CAF-3
	Junior Clerk-Stenographer	CAF-2
	Junior Maintenance Superintendent	CPC-8
	**General Maintenance Aide	CPC-6
	*Senior Laborer	CPC-3
451-750	Housing Manager	CAF-9,10
	Asst. Housing Manager	CAF-6,7
	or	
	Asst. Housing Manager & Maint. Supt.	CAF-7,8
	or	
	Asst. Housing Manager & Accountant	CAF-7,8
	Senior or Prin. Tenant Aide	CAF-5,6
	***Senior Accounting Clerk	CAF-5

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	**Asst. Clerk-Stenographer	CAF-3
	*Junior Clerk-Stenographer	CAF-2
	***Maintenance Superintendent	CPC-9
	**General Maintenance Aide	CPC-6
	**Junior Maintenance Aide	CPC-5
	*Senior Laborer	CPC-3
751-1200	Housing Manager	CAF-10,11
	Assistant Housing Manager	CAF-7,8
	or	
	Asst. Housing Manager & Maint. Supt.	CAF-8,9
	or	
	Asst. Housing Manager & Accountant	CAF-8,9
	Prin. Tenant Aide	CAF-6
	***Prin. Accounting Clerk	CAF-6
	*Asst. Accounting Clerk	CAF-3
	**Asst. Clerk-Stenographer	CAF-3
	*Junior Clerk-Stenographer	CAF-2
	***Maintenance Superintendent	CPC-9
	**General Maintenance Aide	CPC-6
	**Jr. Maintenance Aide	CPC-5
	*Senior Laborer	CPC-3

The responsibilities of Housing Managers on some of the larger projects in this schedule are often of such variety and magnitude that the necessity arises for the provision of technical and professional assistance in order that the project management program can function efficiently. This results in the addition of such positions as Project Services Adviser, Leasing and Occupancy Agent, and Accountant, to the project staff.

1201-2000	Housing Manager	CAF-11,12
	Asst. Housing Manager	CAF-9,10
	Asst. Project Services Adviser	P-2
	Jr. Leasing and Occupancy Agent	CAF-7
	Jr. Accountant	CAF-7
	Sr. Maintenance Superintendent	CPC-10

Projects in this and the following groups may be divided into two or more sites with the type of personnel organization existing on these projects depending upon existing variables. Therefore, positions included in the following groups are of supervisory nature only, and no attempt has been made here to include all operating positions.

2001-8000	Housing Manager	CAF-12,13,14
	Asst. Housing Manager	CAF-10,11,12
	Assoc. Project Services Adviser	P-3
	Leasing and Occupancy Agent	CAF-7,8,9
	Accountant	CAF-9
	Project Maintenance Engineer	P-3,4

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8000 & over	Housing Manager	CAF-14
	Asst. Housing Manager	CAF-12
	Project Services Adviser	F-4
	Sr. Leasing and Occupancy Agent	CAF-10
	Prin. Accountant	CAF-11
	Project Maintenance Engineer	P-4

On dormitory and trailer projects the following positions may be found in addition to those in the above groups:

*Janitor	CPC-2
*Maid	EPC-2
*Charwoman	CPC-2

*Number of positions varies with workload.

**These positions should be allocated in accordance with established classification standards and not according to organization and operation of the project on which they are found.

***If a combination Assistant Housing Manager position exists, these positions should be allocated two grades lower.

POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

SERIES: ACCOUNTANT

KIND OF WORK

Concerns the performance of all fiscal accounting and examining functions, affairs and activities of directly-operated projects; the verification and accountability of all rent and other sources of income; the maintenance of cost records and accounts covering the financial phase involved in the operation, management, and maintenance of the project; the maintenance of books of accounts and associated records in accordance with part three of the accounting manual; the preparation of detailed reports and statements of accounts; the compilation of financial data for the preparation of budget estimates; the administrative examination of vouchers, requisitions, project orders and all other obligations before such documents are submitted to the Regional Office by the Housing Manager for certification and payment.

CAF-11, Principal Accountant

This position represents the highest grade for accounting work to be assigned on a project in any region. It is the Principal Accountant position with responsibility for the installation, maintenance and direction of the accounting and bookkeeping activities of a project consisting of 8000 or more units. The incumbent of a position of this grade usually supervises an accounting and bookkeeping staff of no less than 21 persons including Accountants and Bookkeepers; serves as adviser to the Housing Manager on the Central and Regional Office policies as they affect the accounting phases of project operation; and assists the Housing Manager in the preparation of budget estimates for the operation of the project.

The allocation factors for a position at this grade are the supervision of approximately 21 Accountants and Bookkeepers and the sole responsibility for the accounting and bookkeeping activities on a project consisting of approximately 8000 units. It should be considered that a project consisting of 8000 units is divided into a number of sites which fact increases the administrative responsibility of the Accountant position.

CAF-10, Senior Accountant

The incumbent of this position is solely responsible for the operation of all accounting and bookkeeping activities as stated in the Principal Accountant's position except that this position will be located on a project consisting of about 6000 to 8000 units and where supervision is exercised over approximately 17 employees of lower grades.

CAF-9, Accountant

The incumbent of this position discharges the same basic duties and responsibilities as the higher grade accountants on a project of about 4000 to 6000 units where there is supervision exercised over approximately 13 employees of lower grade.

CAF-8, Associate Accountant

The incumbent of this position discharges the same basic duties and responsibilities as the higher grade accountants on a project of about 2000 to 4000 units where there is supervision exercised over approximately 9 employees of lower grade.

CAF-7, Junior Accountant

The incumbent of this position discharges the same basic duties and responsibilities as the higher grade accountants on a project of about 300 to 2000 units where there is supervision exercised over approximately 5 employees of lower grade.

REMARKS

These positions will be found only on projects where the Regional Office has delegated the complete responsibility for maintenance of the Books of Accounts and associated records in accordance with the Manual.

At projects where they have received the responsibility for the maintenance of the Books of Accounts, it is necessary that this work be performed by an Accountant or that the work to be supervised and directed by an Accountant. It is, therefore, believed by the Classification Section that the CAF-7, Jr. Accountant, will be the lowest grade to assume the responsibility for the accounting work.

POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

ADMINISTRATIVE ASSISTANT
SERIES: CLERK
CLERK-TYPIST

KIND OF WORK

Concerns the performance of clerical and semi-technical work of a general or miscellaneous character for the assistance of administrative, professional and technical employees on a project or administrative work in connection with the management and operation of a project. This includes receiving and recording mail, composing correspondence, maintaining records, typing letters from rough draft and finished form, typing charts and tabulations, making appointments, compiling data and preparing reports, giving out information relative to activity of the project, displaying vacant dwelling units to applicants, assisting in organizing tenant activities, collecting and analyzing information relative to tenant selection, arranging for the repair and cleaning of vacant dwelling units.

CAF-9, Senior Administrative Assistant

Positions allocated at this grade level combine administrative assistant, project services, and leasing and occupancy functions, and are found on projects of 5000 units and over. An incumbent of this position assists a Housing Manager in managing, operating, and maintaining project functions, policies, and activities; makes recommendations for the formulation of local policies; interviews tenants presenting problems arising in connection with the operation of project and effects satisfactory settlements; organizes tenant activities and effects cooperative relationships between tenants; assists in the preparation of final budget estimates; procures office supplies and equipment necessary for management, operation and maintenance of the project; studies the effectiveness of present policies and recommends changes in local procedures; assists in the conduct of public relations.

CAF-7, Junior Administrative Assistant

Positions allocated at this grade level perform most of the administrative duties listed in the CAF-9 position but do not include the additional leasing and occupancy and project services activities. These positions are also found only on larger projects.

CAF-5, Senior Clerk

The incumbent of this position may perform either supervisory work on a smaller project, or performance work of a sufficiently heavy nature to warrant the grade.

In a performance capacity, incumbent is responsible for reviewing prospective tenant and investigation reports and initiating investigations for purposes of determining eligibility of applicants and submitting recommendations to the superior officer; interviewing applicants for tenancy and reporting information; assisting in organizing cooperative relationships among the tenants and adjusting actions on complaints; preparing regular and special reports disclosing the status of units occupied; maintaining rental and occupancy files; making recommendations for the improvement of rental service; displaying available units to prospective tenants. Such a position may be found on a project from 1200 to 2000 units.

In a supervisory capacity, the incumbent is responsible for supervising of clerical and stenographic personnel; supervising the maintenance of travel and leave records and the maintenance of mail and file records; interviewing all clerical applicants for positions up to grade CAF-5 and making recommendations as to their selection; preparing all travel authorizations, vouchers, etc., and checking to see that they stay within the budget; maintaining time records of all maintenance employees. Such a position may be found on a project of over 3000 units.

A very good knowledge of office procedure and operations and functions of FPHA and a knowledge of the Civil Service rules and regulations governing personnel actions are necessary for the efficient functioning of this position.

The incumbent of this position is under very general supervision and exercises a considerable amount of independent judgment in work performance. The important allocating factors in this position are the amount of supervision exercised by the incumbent, the responsibility for interview of applicants for clerical positions and recommendations relative thereto.

CAF-4, Clerk

The incumbent of this position serves as an assistant to the Resident Manager or Assistant Housing Manager on a housing project and may perform any or all of the following duties:

Displays available units to prospective tenants and furnishes them with information concerning rental charges, and services; effects execution of leases and other rental agreements and arranges for repairing, cleaning and painting of vacant units; assists the Housing Manager in initiating and directing educational and recreational activities among the tenants; makes inspection of the halls, stairs, and laundries, and recommends any necessary repairs or alterations needed.

Incumbent may also investigate and report upon the eligibility of applicants for tenancy in the project and contact neighbors, and former employees for purpose of obtaining information relative to the applicant; may ascertain the needs of tenants in terms of present living conditions by actual inspection.

Organizes and develops community activities and assists the supervisor in conducting kindergarten and adult educational classes, consumer protection and recreational activities; participates in local health and sanitation programs and clinics; assists in promoting a safety program to eliminate physical hazards and accidents and to prevent fires and correct fire hazards; instructs and educates tenant groups in family budget making, in food selection, planning and preparation.

The incumbent of such a position exercises independent judgment and initiative in the performance of duties. The work is subject to general review for conformance with policy and procedure.

CAF-4, Clerk

The incumbent of this position is responsible for the purchase and maintenance of supplies and equipment from the general schedule of supplies and for making purchases in the open market within the limitations governing such purchases. Determines whether items requisitioned are available either from standard sources or under any existing contracts. Determines shipping points, methods of shipping and routing when surplus property is to be transferred and in such connection issues government bills of lading. Assists in opening, reading and abstracting bids, and contacts vendors, tabulates quotations and recommends to the Housing Manager purchases most advantageous to the government. Maintains appropriate files in connection with purchasing.

The above position, established at the CAF-4 level, will usually be found in projects approximately 3000 or more units. The establishment of this position is dependent not only on the size of the project, but also upon such factors as the organizational set-up and functional distribution inherent in the project which do not allow for the efficient performance of purchasing duties by incumbents of other positions.

CAF-3, Assistant Clerk

The incumbent of this position is responsible for performing any of the functions listed above in any one type of clerical position or combination of positions. This position is distinguished from the CAF-4 position by the smaller number of units on the project and the less complex problems arising. In the CAF-4 position there is always the possibility for more and greater problems arising than in the CAF-3 position. Supervision is not an element to be found in the Grade CAF-3 position.

CAF-3 Assistant Clerk-Typist

An Assistant Clerk-Typist may perform any or all of the above listed functions and in addition will do typing of tabulations, charts, letters, correspondence, etc.

CAF-3, Assistant Clerk

The incumbent of this position maintains property records and accounts of materials stored, transferred and shipped from storage; supervises the crating and shipping of supplies and materials including the preparation of bills of lading and the execution of invoices covering such shipments; stores repairs, maintains, issues and transfers office furniture, files, records, forms and other items as well as lumber, paint, fittings, tools, machines and similar stock, and takes inventories as directed.

CAF-2, Junior Clerk

The incumbent of this position is responsible for composing form and other routine letters relative to the operation of the project; assisting in display of available units to prospective tenants, furnishing information concerning rental charges, services and facilities provided; arranging for repairing, cleaning, painting and other servicing of vacant units; assisting in the maintenance of a filing system; assisting in posting charges, credits and other accounting data from vouchers, requisitions, receipts and other media to the proper books; accounts and records. The work of this position is subject to careful review.

CAF-2, Junior Clerk-Typist

A position at this level may perform any or all of the above listed functions and in addition will perform typing. Types letters from rough draft form and finished copy; types form letters.

CAF-1, Under Clerk-Typist

Performs the simplest and most routine repetitive clerical work involving a minimum of initiative or judgment. In such a position one might type plain printed copy, typewritten or handwritten material or noninvolved rough drafts or simple tabular arrangements; file forms, cards, correspondence either alphabetically or numerically, check and verify, and keep simple records.

VARIABLES

Specialized clerical positions performing only project services or leasing and occupancy functions are found on large projects where the volume of this type of work necessitates the establishment of full-time positions. Standards for these positions can be found in the series for Project Services Adviser and Leasing and Occupancy Agent.

On small projects these functions are included in general clerical positions which perform a variety and combination of duties. The allocating factors for this type of position include the amount of supervisory responsibilities involved, the degree to which the incumbent uses independent judgment and initiative, the inclusion of research and reporting functions, and the amount of supervision and instruction received.

POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

SERIES: ASSISTANT HOUSING MANAGER

KIND OF WORK

Shares with the Housing Manager the responsibility of managing, operating, and maintaining the entire project in all functions and activities. Counsels, advises, and cooperates with the Housing Manager and assists him in the formulation of new or the revision of existing policies. Confers with defense plant officials, military service representatives, and local government officials as necessary on assignment. Submits specific recommendations to the Housing Manager on business and fiscal policies and procedures for the more efficient operation of the project. Assists in the selection of tenants, settlement of tenant grievances and the organization of tenant activities. Is responsible for the procurement, receipt, storage, care, maintenance, preservation, repair and accountability of all office equipment and supplies, and other equipment and supplies not specifically a part of the maintenance department. Serves as Acting Housing Manager in the absence of the Housing Manager.

Assistant Housing Manager positions may also exist in the following combinations:

1: Assistant Housing Manager and Maintenance Superintendent

In addition to assisting the Housing Manager in carrying out his managerial responsibilities, the Assistant Housing Manager and Maintenance Superintendent has charge of and supervises the operation, maintenance, and repair of the buildings, the mechanical equipment, the gas, electric, plumbing and sewage lines, pipes and fixtures, the kitchen ranges and refrigerators, and all other project services, accessories, and equipment; maintains records and accounts on materials, supplies, employees' time and type of work performed; prepares budget estimates and supporting exhibits on maintenance operations; requisitions, receives, accounts for, has stored and issued, materials, supplies, tools and equipment; supervises the work of skilled tradesmen, laborers and others engaged in maintenance work on the project.

2. Assistant Housing Manager and Accountant

In addition to assisting the Housing Manager in carrying out his managerial responsibilities, is in charge of and primarily responsible for all fiscal accounting, auditing and examining functions of the project; responsible for the verification and accountability of the rental and all other project income, collections, and payments; prepares detailed and extensive reports and statements for consideration and use in estimating budget requirements; directs and supervises the maintenance of the financial accounts, records and forms controlling the project procurement, labor, travel and all other management, operation and maintenance expenditure; responsible for the administrative audit and examination of all requisitions, purchase order and vouchers; determines compliance with the provisions of applicable

appropriation laws and fiscal policies and regulations, contract requirements, decisions of the Comptroller General, and other regulatory controls.

3. Assistant Housing Manager and Resident Manager

In addition to sharing the managerial responsibilities with the Housing Manager, is directly responsible for the efficient and economical management, operation, and maintenance of a site of a consolidated project.

GRADE LEVELS

Standards for the various grade levels in the Assistant Housing Manager series are based primarily upon the size of the project to be managed, expressed in terms of the number of dwelling units, since it is believed that as the number of units increases, the problems, duties, and responsibilities of the Assistant Housing Manager position increase in scope and importance due to complexities of organization and to the inclusion of such variables as are listed below. Grade levels for Assistant Housing Managers positions are in most cases two grades lower than Housing Managers positions for projects with the same number of units. The following tabulation shows the standard grade levels for Assistant Housing Manager positions on projects of varying numbers of units:

<u>GRADE</u>	<u>UNITS</u>	
CAF-12-----	Over	8000
CAF-10,11,12-----	2000 to	8000
CAF-9,10-----	1201 to	2000
CAF-8,9-----	751 to	1200
CAF-7,8-----	451 to	750

Assistant Housing Manager positions usually are not found on projects of less than 450 units.

VARIABLES

As in the Housing Manager series, certain variables must be considered in allocating positions in the Assistant Housing Management series in addition to the primary allocating factor of project size. These factors include the following:

1. The degree of responsibility delegated by Housing Manager.
2. The responsibility for accounting functions or responsibility for supervising the maintenance staff or the direct responsibility for a site.
3. The presence on the project of an Administrative Assistant, Clerk, (Personnel) or Project Services Adviser.

4. The degree of authority delegated to the Housing Manager by the Regional Office.

5. The type of housing units-----trailers, dormitories, homes.

6. The organizational structure of the project administrative and maintenance staff.

POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

SERIES: BOOKKEEPING

KIND OF WORK

This series is concerned with the keeping of all tenant account ledgers and records for the project. The work concerns preparing the rent roll from approved schedules; posting to tenant accounts receivable ledger the amount of rent; posting to individual tenants account receivable ledger sundry charges such as service cost or any specific charges from adjustment slips; maintaining tenant security deposit ledgers by recording security deposits paid by the individual tenants; receiving rent and accounting for such other project income; maintaining inventory records of supplies, material, and expendable equipment; preparing vouchers for submission to the Regional Office Accounting Section for certification for payment; maintaining files of copies of vouchers; preparing payrolls for per annum, per diem and per hour employees; preparing periodic trial balances of individual ledger accounts; preparing schedules of collections and certificate of deposits; preparing daily statement of operations for the purpose of recording a summary of all transactions with the tenants; preparing semi-monthly statements showing in itemized form the condition of all tenant accounts; preparing monthly, in memorandum form, a statement of all accounts payable.

CAF-7, Head Account Clerk

A position at this level has full administrative and technical responsibility for all bookkeeping operations on a directly managed project, involving the supervision of approximately 15 employees of lower grades.

CAF-6, Principal Account Clerk

The incumbent of this position performs essentially the same duties and discharges basically the same responsibility, as does the Head Accountant Clerk, but supervises approximately 10 employees of lower grades.

CAF-5, Sr. Account Clerk

The incumbent of this position performs essentially the same duties and discharges basically the same responsibility, as do the Head Account Clerk and the Principal Account Clerk, but has supervision over approximately five employees of lower grades.

Or serves as full time Assistant to the Head Account Clerk, CAF-7.

CAF-4, Account Clerk

This position, the performance level in the Bookkeeping series, has the responsibility for the maintenance of the Tenants Account Ledgers, the preparation of rent rolls, the preparation of various reports and statements.

The incumbent of this position has full responsibility for the maintenance of the Tenants' Accounts ledgers for a project and must have a complete knowledge of double-entry bookkeeping and the procedures governing the Tenants Accounts.

CAF-3, Assistant Account Clerk

The incumbent of a position at this level serves as general assistant in performing bookkeeping functions on a project under the supervision of a higher grade account Clerk.

POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

SERIES: CLERK-STENOGRAPHER

KIND OF WORK

Concerns the performance of stenographic, secretarial and administrative duties to service administrative, technical and professional personnel, not calling for the application of technical or executive judgment. This includes the taking and transcribing of dictation on a speed volume basis relative to the activities of a project; the preparation of non-technical correspondence where procedure has been clearly defined; the recording, routing and reviewing of mail, and setting up and maintaining files and records; the managing of administrative details of an office, receiving visitors and making appointments, contacting officials of local housing authorities and communities, handling telephone calls, giving out information of a non-policy nature, and compiling data through investigation.

GRADE LEVELS

CAF-5, Senior Clerk-Stenographer

The incumbent of a position at this level acts as secretary to a Housing Manager and serves as a focal point of information for all activities concerning the project. Takes and transcribes dictation from the Housing Manager regarding the activities of the project; takes and transcribes notes of long-distance telephone calls and conferences verbatim, involving a substantial number of attending officials with responsibility for inclusion of appropriate material and exclusion of non-essential details; initiates and maintains contacts with officials of the regional office and local housing authorities in connection with various aspects of project management; from very general instructions, gathers material and compiles data regarding the activities of the project for the use of the Housing Manager and makes recommendations relative thereto; coordinates the procedures of the various units on the project; maintains confidential files of the office. The incumbent either supervises the maintenance of or maintains the other files or records of the office. A thorough knowledge of all the operations of the project and the ability to understand and devise work methods are essential for this position.

Positions in which this type of work is performed may be found on projects of over 6000 units.

The allocating factors in this position are the degree of responsibility and the type of administrative duties delegated to the incumbent, such as the complete responsibility of the incumbent for establishing and maintaining contacts with a considerable number of important officials of

the community; the assembling from general instructions of material and the compilation of regular and special reports in connection therewith, for the Housing Manager; the making of recommendations; and the use of considerable independent judgment and initiative in the handling of administrative and other details of the office.

CAF-4, Clerk-Stenographer

The incumbent of a position at this level acts as secretary to a Housing Manager and serves as the focal point of information concerning the activities of the project involving such duties as the taking and transcribing of dictation on a speed volume basis from the Housing Manager relative to the activities of the project and notes of long-distance telephone calls and conferences verbatim; receiving of officials for a good portion of the time; making appointments for the Housing Manager; giving out information of a non-policy nature but requiring a knowledge of procedure with regard to the operation of the projects; composing correspondence and signing routine correspondence for the superior; gathering data and material through research in the files and establishing and maintaining contacts with local community officials.

At this grade level may also be found leasing and occupancy and project services functions such as the organizing of cooperative relationships among tenants and the settling of claims.

Positions in which this type of work is performed may be found on projects with from 1200 to 6000 units.

The allocating factors in this position are the responsibility for acting as a source of information concerning activities of the project; the taking and transcribing of notes of conferences; the receiving of officials for a good portion of the time; the making of contacts with community officials and the application of initiative and good judgment in the management of the functions of the office. The work of this position is subject to general review for conformity with established procedures.

CAF-3, Assistant Clerk-Stenographer

The incumbent of a position at the level acts as secretary to a Resident, Housing or Assistant Housing Manager in a focal point position on a project. Receives both definite and general instructions as to work performance and the work is closely reviewed for conformity to procedure. The incumbent takes and transcribes dictation relative to the activities of the project; takes notes of long-distance telephone calls verbatim; receives visitors; makes appointments and contacts officials on instructions from superior. The incumbent displays unoccupied units to prospective tenants; gives out information concerning the regular affairs of the office; arranges for cleaning of vacated units; receives and receipts rental payments; maintains the files and records; may assist in the organizing of tenant activities and the settling of tenant problems which may arise.

Positions in which this type of work is performed may be found on projects ranging from 88 to 1200 units. It is important to note that positions at this level have a variety of duties including functions of leasing and occupancy clerks and project services clerks. This usually occurs on smaller projects where administrative and clerical details of the office are supplemented by these functions.

The allocating factors in this position are the variety of clerical and other functions performed, such as the interviewing of prospective tenants; the making of appointments; the taking of long-distance telephone calls verbatim; and the management of clerical details of the office. This position operates with some amount of independent judgment and initiative.

CAF-3, Assistant Clerk-Stenographer (Accounting)

The incumbent of this position may perform any or all of the above enumerated functions. In addition to these, the incumbent posts charges, credits and other data from vouchers, requisitions, receipts and other media to the project books, accounts and records; assists in administratively reviewing and examining purchase orders; prepares and types payrolls, requisitions, purchase orders and similar papers.

CAF-2, Junior Clerk-Stenographer

This is the lowest grade level in the Clerk-Stenographer series.

The incumbent of this position is responsible for taking and transcribing dictation on a project relative to the activities of the office, composing and typing form letters, maintaining a filing system, answering the telephone and giving out information of a routine nature.

In this position a combination of duties may be found, such as assisting in receiving and receipting for rental payments, showing vacant units to prospective tenants, etc.

The work performed involves the use of some judgment and initiative in the application of carefully defined procedures. However, instructions are very specific.

In the allocating of this position, the size of the unit is not considered. The duties and responsibilities vested in this position, such as maintaining the files, answering the telephone and giving out routine information are the allocating factors.

POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

SERIES: HOUSING MANAGER

KIND OF WORK

Has primary responsibility for the efficient and economical management, operation, and maintenance of a FPHA directly-operated project. This includes responsibility for the performance of functions such as the following: The selection of tenants; the organization and development of cooperative social, recreational, and education activities and relationships among tenants; the preparation of detailed budget estimates and fiscal or statistical data; the operation, repair, and maintenance of buildings, equipment, grounds, machinery, tools, plumbing, heating, and other systems; the taking of bids; the maintenance of records and accounts for all phases of project activities; the collection, custody, and accountability of rental and other project income; the accountability for all property of the United States either real or personal on the project; the procurement of supplies and equipment; the selection and supervision of administrative and maintenance personnel; the maintenance of public relations.

GRADE LEVELS

The allocation of positions in the Housing Manager series is based primarily upon the size of the project on which the position is located, expressed in numbers of dwelling units. As the number of units increases, the duties and responsibilities of Housing Manager positions increase in difficulty and importance due to the addition of organization and operation problems.

The following table can be used in making tentative allocations.

<u>GRADE</u>	<u>UNITS</u>
CAF-14-----	Over 8000
CAF-12,13,14-----	2001 to 8000
CAF-11,12-----	1201 to 2000
CAF-10,11-----	751 to 1200
CAF-9,10-----	451 to 750
CAF-8,9-----	266 to 450
CAF-7,8-----	176 to 265
CAF-6,7-----	121 to 175
CAF-5,6-----	Up to 120

VARIABLES

Determination as to which of the two or more grades in the above levels is the correct allocation for a Housing Manager position, must be based upon an analysis of several variable factors which may be found on the particular project. It is also possible that in certain cases positions may be allocated

at grades above or below those in the above schedule. Due to the variety of problems which are found on projects of different or even the same size, it is not possible to define allocation factors for Housing Manager positions at each grade level based solely upon the duties and responsibilities of the position. Therefore, in allocating positions in this series, it is necessary to analyze such factors as are listed below the inclusion or lack of which will, by influencing the difficulty and responsibility of a particular position justify its allocation in a higher or lower grade level.

1. Necessity for providing such services as garage and trash removal, street cleaning, police and fire protection, and transportation facilities.
2. Necessity for establishing and maintaining utility systems such as water, electricity, or gas mains, and sewage disposal plants, when such facilities are not provided by the local government.
3. Necessity for providing schools and libraries within the project.
4. Availability of commercial facilities.
5. Public health problems including the availability of hospitals, dispensaries, and nurseries and the control of communicable diseases.
6. Organization of the project, such as consolidated project with two or more sites, each headed by a Resident Manager; two or more projects operated directly by the Housing Manager; project consisting of a single site.
7. Type of organization as affected by the type of dwelling units
-----trailers, dormitories, homes.
8. Maintenance problems caused by age of the project, faulty or deficient construction, heating, plumbing and sewage difficulties, and need for redecoration.
9. Amount and degree of public relations work necessitated by local and industrial problems.
10. Prevalence of labor or racial problems.
11. Necessity for large staff including highly specialized personnel.
12. Rate of tenant turnover.
13. Method of furnishing and billing utilities to tenants.
14. Any other particularly unusual features or conditions raising exceptional problems of maintenance or supervision.

1. The first part of the document is a letter from the President of the United States to the Congress, dated January 1, 1861. It is a very important document, as it sets out the President's policy for the new year. The letter is written in a very formal and dignified style, and it is one of the most important documents in the history of the United States.

2. The second part of the document is a report from the Secretary of the Treasury, dated January 1, 1861. It is a very important document, as it sets out the Secretary's policy for the new year. The report is written in a very formal and dignified style, and it is one of the most important documents in the history of the United States.

3. The third part of the document is a report from the Secretary of the Interior, dated January 1, 1861. It is a very important document, as it sets out the Secretary's policy for the new year. The report is written in a very formal and dignified style, and it is one of the most important documents in the history of the United States.

4. The fourth part of the document is a report from the Secretary of the War, dated January 1, 1861. It is a very important document, as it sets out the Secretary's policy for the new year. The report is written in a very formal and dignified style, and it is one of the most important documents in the history of the United States.

5. The fifth part of the document is a report from the Secretary of the Navy, dated January 1, 1861. It is a very important document, as it sets out the Secretary's policy for the new year. The report is written in a very formal and dignified style, and it is one of the most important documents in the history of the United States.

POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

SERIES: LEASING AND OCCUPANCY AGENT

KIND OF WORK

Concerns the continuing application of policies and procedures established in the regional and central offices to the leasing of units on a project, including contacts with industrial plant managers to determine the essential war workers to be housed, the receipt and verification of the eligibility of applicants, the assignment of units for occupancy, the investigation and adjustment of complaints, the reexamination of tenant status for the determination of continued tenant eligibility and the rendering of advice to the Housing Manager on the establishment and revision of rent schedules for transmission to proper parties.

GRADE LEVELS

CAF-10, Senior Leasing and Occupancy Agent

This is the highest grade in this series and may be found on projects of 8000 units and over. The incumbent, under the general supervision of the Housing Manager, acts as his special assistant and is responsible for the leasing and occupancy work. His duties include the establishment of working relationships with personnel departments of industries employing war workers whose cooperation will be required in tenant selection; the preparation of informational leaflets for direct distribution to prospective tenants, and the planning and execution of other methods of publicity to reach eligible applicants; the organization, training, supervision and direction of the tenant selection staff; the review of verified applications and recommendation for final action; the interviewing of applicants presenting special problems as requests for reconsideration of eligibility; the assigning of dwellings, explaining the terms of the lease and management policies to accepted families; and the performance of special duties and assignments such as the preparation of review of statements for the press, special reports, etc., on tenant selection.

The desirable qualifications for the performance of this job are graduation from college with major training in public administration or social science and a thorough knowledge of community organization and the requisite techniques of interviewing and investigating. It is essential that the incumbent possess the ability to organize and direct the work of others, and have a broad knowledge of federal and local programs in order to interpret the war housing program to personnel departments of war industries, lay groups and prospective tenants.

CAF-9, Leasing and Occupancy Agent

At this level, the incumbent is responsible, as stated above, for the leasing and occupancy work on projects ranging in size from 6001 to 8000 units.

CAF-8, Assistant Leasing and Occupancy Agent

At this level, the incumbent is responsible, as stated above for the leasing and occupancy work on projects ranging in size from 4001 to 6000 units.

CAF-7, Junior Leasing and Occupancy Agent

At this level the incumbent is responsible, as stated above, for the leasing and occupancy work on projects ranging in size from 1201 to 4000 units.

CAF-6, Principal Tenant Aide

At this level the incumbent acts as an office assistant to either a CAF-8, CAF-9, or CAF-10 Leasing and Occupancy Agent. In this case there is no responsibility for outside contact work; the incumbent, however, shares in the direction and supervision of leasing and occupancy work and, since he is in the office at all times, he is a point of reference for settling tenant selection problems and acts in the place of the Leasing and Occupancy Agent in the latter's absence. This position is valid only for large projects where a full time office assistant is needed for leasing and occupancy work.

CAF-3, Assistant Tenant Aide

The incumbent takes applications for admission and interprets eligibility requirements to applicants, makes field visits as required to verify statements of applicants regarding housing conditions and prepares reports thereon. As many Assistant Tenant Aide positions at Grade CAF-3 may be established to carry out the clerical details of rental work as are required by the workload.

REMARKS

To date, there has been no standard usage in service and titles for this type of work. Some were established in the Professional service, but after investigation it was determined that they should be in the CAF service since the work involves the application of established policies and procedures only, and does not include policy formulation. The title structure given above is now regarded as the standard structure to be followed.

It should be emphasized that the responsibility for leasing and occupancy work is the same on all projects but that the difficulties and responsibilities increase with the number of units on the project. Because of the similar background required for leasing and occupancy and project services functions, and the lighter workload on projects of 1200 units or less, the project services and leasing and occupancy functions have been combined at the CAF-4, CAF-5, and CAF-6 levels, which are described in the Tenant Aide series.

POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

SERIES: MAINTENANCE

KIND OF WORK

Positions in the maintenance series fall into three groups: supervisory, performance and laborer. The overall function concerns the maintenance and repair of directly-operated projects, including the repair and upkeep of buildings and equipment; the installation of new equipment; the maintenance of the water, electric, and plumbing systems; the maintenance and upkeep of streets, sidewalks and lawns; the cleaning of occupants' quarters and service rooms; and the preparation of budget estimates for maintenance supplies.

SUPERVISORY GROUP

Scope:

Responsible for the maintenance of the entire project including the buildings, the portable and stationary equipment, the heating, water, electric, sewage and plumbing systems and their auxiliary services, the landscaped areas, yards, grounds, walks and streets; prepares plans and specifications for the improvements and alterations to the building, utility systems and equipment; furnishes data to the Housing Manager relative to maintenance supplies and equipment for use in making budget estimates; prepares recommendations and specifications for procuring the necessary maintenance equipment and supplies and is responsible for the receipt, storage, and issuance of such stocks; is responsible for the supervision of the entire maintenance staff of the project.

GRADE LEVELS

CPC-10, Senior Maintenance Superintendent

Acts as supervisor of all maintenance work on projects ranging in size from 1200 to 2000 units, or on smaller projects having complex or difficult maintenance problems, or on a site of over 2000 units of a consolidated project which has a central maintenance section supervised by a Project Maintenance Engineer.

CPC-9, Maintenance Superintendent

Acts as supervisor of all maintenance work on projects ranging in size from approximately 450 to 1200 units, or acts as supervisor of the maintenance work on a 1000 to 2000 unit site of a consolidated project having a central maintenance section.

CPC-8, Junior Maintenance Superintendent

Acts as supervisor of all maintenance work on projects ranging in size from 266 to 450 units, or supervises the maintenance work on a 1000 to 1250 units site of a consolidated project having a central maintenance section.

CPC-7, Senior Maintenance Aide

Acts as the supervisor of all maintenance work on projects ranging in size from 176 to 265 units, or acts as an assistant to a superior maintenance superintendent on a project of 2000 units or over, or acts as the supervisor of a site of from 350 to 1000 units of a consolidated project having a central maintenance office.

A Senior Maintenance Aide may also assist and direct, or have direct supervision over a group of journeymen or skilled workers as a foreman of carpenters, or plumbers, or electricians, or painters, or masons, or mechanics.

CPC-6, General Maintenance Aide

Acts as the supervisor of all maintenance work on a project ranging in size from 120 to 175 units, or acts as an assistant to a superior maintenance superintendent on a larger project, or acts as the supervisor of the maintenance work on a site ranging from 250 to 500 units of a consolidated project having a central maintenance office.

A General Maintenance Aide, under general supervision, may also act as a foreman and plan, layout and direct the work of a large group of unskilled laborers, or a moderately large group of skilled and unskilled laborers all doing the same kind of work.

CPC-6, Housekeeper

Acts as supervisor and instructor over a group of approximately 100 Housekeeping Aides, maintains time and leave records of aides; responsible for the care, cleaning and maintenance of dormitories and service rooms of trailer projects; responsible for the repair, maintenance and distribution of linens; requisitions, maintains, and distributes necessary housekeeping supplies for these projects.

CPC-5, Junior Maintenance Aide

Acts as supervisor of all maintenance work on projects ranging in size from 88 to 120 units, or acts as an assistant to a superior maintenance employee on a larger project, or acts as the supervisor of the maintenance work on a development of from 100 to 350 units on a consolidated project having a central maintenance office, or acts as an assistant to a superior maintenance employee on such a development having more than 250 units, depending on the complexity and difficulty of the maintenance problems.

CPC-5, Junior Housekeeper

Acts as supervisor and instructor over a group of approximately 45 Housekeeping Aides maintains time and leave records of aides, responsible for the care, cleaning and maintenance of dormitories and service rooms of trailer projects; responsible for the repair, maintenance and distribution of linens; requisitions, maintains and distributes necessary housekeeping supplies for these projects.

PERFORMANCE GROUP

Scope:

Positions in this group perform work requiring skill and experience in one or more of the trades listed below. On the largest projects where the workload requires the services of a full time journeyman in one of the trades, i.e., Painter, Plumber, Carpenter, etc., such positions may be established.

Carpenter -- Makes repairs to the exterior and interior of buildings, repairs floors, builds shelves and cupboards, patches roofs, puts up or removes window screens and storm sash, packs, crates, and repairs furniture.

Electrician -- Installs, maintains, and repairs generators, motors, switchboards, control boards, cut-outs, wall, floor, and ceiling receptacles, conduits, meters, fuse boxes, lights, fans, heaters, ranges, bell and buzzer systems, fire-alarm systems, signal systems, telephone and telegraph systems; does interior and exterior wiring and overhead or underground line work.

Mason -- Lays brick, concrete block, and hollow tile on interior or exterior walls; repairs tile walls and floors; constructs and repairs stone walks and retaining walls, mixes and places concrete in forms, lays brick on pavements; tears down loose plastering, prepares walls, and applies new plaster.

Mechanic -- Repairs and maintains automotive equipment or other motor driven vehicles such as lawnmowers and tractors.

Operating Engineer -- Operates a steam heating plant, fires low or high pressure boilers, keeps records of fuel consumption, cleans and repairs boilers and boiler room equipment; or operates, maintains and makes repairs to a water system and/or sewage disposal plant, and keeps records in connection with such operations.

Painter -- Paints, stains, varnishes, finishes, lacquers, enamels, and calcimines the exterior and interior of buildings; paints, varnishes, stains and finishes hardwood furniture and woodwork.

Plumber -- Installs, and repairs water pipes, fire hydrants, valves, bathroom and toilet facilities, kitchen sinks, laundry equipment, gas ranges, and all accessories and fittings.

Mathematical Induction

The principle of mathematical induction is a method for proving that a statement $P(n)$ is true for all natural numbers n . It consists of two steps: the base case and the inductive step.

Base Case

The base case is the first step in the induction process. It involves proving that the statement $P(n)$ is true for the smallest natural number, usually $n=1$. If the base case is true, then the statement is true for at least one natural number.

Once the base case is established, the next step is to prove the inductive step. This involves assuming that the statement $P(k)$ is true for some natural number k , and then proving that $P(k+1)$ is also true.

The inductive step is the second step in the induction process. It involves assuming that the statement $P(k)$ is true for some natural number k , and then proving that $P(k+1)$ is also true. This step is crucial because it shows that if the statement is true for one natural number, it is also true for the next natural number.

Once the inductive step is proven, the principle of mathematical induction guarantees that the statement $P(n)$ is true for all natural numbers n . This is because the base case is true, and the inductive step shows that if the statement is true for one natural number, it is also true for the next natural number.

The principle of mathematical induction is a powerful tool for proving statements about natural numbers. It is used in many areas of mathematics, including algebra, geometry, and calculus.

One of the most common applications of mathematical induction is in proving the formula for the sum of the first n natural numbers. The formula is $1 + 2 + 3 + \dots + n = \frac{n(n+1)}{2}$. This formula can be proven using mathematical induction.

Another common application of mathematical induction is in proving the binomial theorem. The binomial theorem states that $(a+b)^n = \sum_{k=0}^n \binom{n}{k} a^{n-k} b^k$. This theorem can be proven using mathematical induction.

Mathematical induction is a fundamental technique in mathematics. It is used to prove statements about natural numbers, and it is a key tool in many areas of mathematics.

GRADE LEVELS

CPC-6, General Maintenance Aide

Performs maintenance work at the journeyman level in one of the above skilled trades necessitating the possession of a certain skill and the serving of an apprenticeship. Operating Engineer positions allocated at this level maintain and operate high pressure steam plant heating systems.

CPC-5, Junior Maintenance Aide

Assists craftsmen or mechanics in one or more of the above crafts or makes general maintenance repairs of moderate difficulty below the journeyman level but requiring a working knowledge of all trades. Operating Engineer positions allocated at this level operate high pressure steam boilers for heating plants. This is the journeyman level for operators of water systems and sewage disposal plants.

CPC-4, Under Maintenance Aide

Under immediate supervision to serve as an apprentice and to perform manual labor involving some skill and experience.

LABORER GROUP

Scope:

Under immediate supervision performs ordinary manual labor in connection with the maintenance and general upkeep of the project. This work requires little special training and skill, and involves such duties as the running of errands, cleaning, scrubbing, mopping occupants' quarters and service rooms, shoveling snow, lifting heavy objects, and moving furniture.

CPC-3

Senior Laborer: Under the supervision of a superior maintenance employee performs manual labor requiring some skill, training or experience in connection with the maintenance, repair and general upkeep of a project. Does rough carpenter, plaster, and cement work, makes minor repairs to buildings, kitchen ranges, refrigerators, laundry equipment, plumbing and lighting fixtures.

Janitor, Senior Housekeeping Aide: Under the general direction of a superior maintenance employee supervises a small group of workers in the moving of furniture, sweeping, scrubbing, mopping, polishing floors and woodwork, the cleaning of occupants' quarters, making beds, changing bed linens, emptying waste baskets, and the accounting for linen supplies.

Messenger: Goes on errands between projects, delivers packages, and picks up mail.

Chauffeur: Drives automobile, takes passengers from one site to another, maintains upkeep of vehicle.

Truck Driver: Drives a truck, loads and unloads material on the truck, maintains upkeep of vehicle.

Jr. Fireman: Operates low pressure boiler for heating plant.

CPC-2

Junior Housekeeping Aide: Cleans occupants' quarters, makes beds; changes linens; dusts and oils furniture and woodwork; sweeps, scrubs, mops and polishes floors, stairs and service rooms; keeps rooms supplied with soap, bath and hand towels; empties wastebaskets and ashtrays; keeps toilet rooms supplied with paper.

This position exists only on dormitory or trailer projects.

Junior Janitor: Moves furniture, sweeps, scrubs, mops and polishes the floors, walls, and woodwork of the halls, stairs, office, store rooms, laundry and other service rooms.

Junior Laborer: Mows lawns, trims hedges and shrubbery, waters grass, moves furniture and places and repairs awnings and screens, carries cement and plaster, passes tools and performs similar tasks in assisting those engaged in semi-skilled and skilled work.

VARIABLES

In addition to the factors mentioned above, the allocation of positions in the supervisory and performance groups may be affected by variable factors such as the following:

1. The type of Housing units - dormitories, trailers, homes, or a combination of these.
2. The existence of project sewage plant, electric plant, fire fighting equipment, water plant, streets or police force.
3. The type of organization - consolidated project with central over-all maintenance section, or individual maintenance sections on each site.
4. The type of construction and the material used in construction.
5. The age of the buildings and the need for repairs, painting, etc.
6. The type of heating system (individual or central, high or low steam pressure, coal or oil, etc.)
7. The nature of the landscaping and the type of equipment necessary for the maintenance of the grounds.
8. The distance of the project from a metropolitan area.

POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

SERIES: PROJECT MAINTENANCE ENGINEER

KIND OF WORK

Concerns the repair and maintenance replacement and alteration of all buildings, grounds and equipment on a housing project including painting, sheet-metal work, masonry, flooring, roofing, and including the maintenance and repair of electrical, heat and plumbing distribution systems and the maintenance of all plants and paved areas exterior to the project buildings; the planning and designing of all new mechanical, electrical and structural improvements and repairs on the project; the performance of continuing technical inspections of project installations to determine sources of difficulty in the operation of project equipment, landscaping and utility distribution systems, and initiating or recommending to the Central Office necessary revisions; the estimating of building maintenance costs for budgetary and other administrative purposes, and the preparation of periodic and special reports on operating costs; the preparation of specifications for contracts on materials and equipment, and the purchasing and maintenance of such materials and equipment required in the operation of the project; the maintenance of the project grounds including all plantings, equipment, and paved areas and gradings, and involving tree and shrub surgery, and insect extermination; the initiation and development of safety devices and programs and the recommending of essential fire control regulations, and the maintenance of effective liaison with the Technical Section of the Regional Office on all problems of maintenance.

GRADE LEVELSP-4, Project Maintenance Engineer

This position represents the highest grade of professional engineering work to be found on a project in any region. The position is the full-grade journeyman engineer and involves responsibility for the application of professional competence to major problems arising in the fields of civil structural, electrical and mechanical engineering as well as in the related fields of architecture and landscape architecture. Normally, such a position is justifiable only on the largest projects, i.e., those of 6000 dwelling units and above, where are found such items as large central heating plants, high pressure steam distribution systems, electrical generators and transformers, extensive paved areas, major problems of grading, soil erosion, and land settlement, and complex sewage disposal and water cooling systems--such factors, in a large community, making for continuing problems of a highly technical nature requiring the attention of a professional engineer. The incumbent of a position at this grade usually supervises a large maintenance staff approximating 100 persons. The administrative responsibility of the position is generally enhanced by the

scattered location of various sites of the project; this fact also tending to increase the variety of technical problems which have to be solved. The incumbent is usually skilled in at least one of the subject matter fields mentioned above but also must have a good knowledge of all fields involved in project maintenance.

The essential allocation factor in determining this level is the existence on a project of a variety of major technical problems sufficient to require the attention of a full-grade professional engineer. The size of a project is a good criterion for assuming the presence of such variety of problems, evidence to date indicating that project ranging from 6000 units up can present such problems.

P-3, Associate Project Maintenance Engineer

Either:

This represents the highest level for the top maintenance position on projects of lesser size and complexity where technical problems of building and grounds maintenance are not of sufficient difficulty and variety to warrant allocation at the journeyman engineering level. The incumbent of the position must be a competent engineer with several years of experience in one or more of the recognized engineering or architectural fields. He performs essentially the same work as the P-4 Engineer, and with as great a degree of technical independence. However, the incumbent is usually stationed on a project of from 2000 to 6000 units, where installations are less complex than on the largest projects, where problems of landscaping, grading and paving are less varied and difficult, and where the size of the maintenance staff is considerably reduced from that of the largest projects, effecting a corresponding decrease in supervisory responsibility.

Or:

Serves as first assistant to a P-4 Project Maintenance Engineer stationed on one of the largest projects where highly difficult technical maintenance problems constantly arise. In this situation the incumbent of the P-3 position either acts as the operating technical engineer for the project, with the P-4 devoting most of his time to administering the maintenance program, in which case the incumbent spends considerable time in inspection activities, in the study of structural and grounds maintenance problems, and in the directing of specific repair and alteration jobs; or, the P-3 serves in a largely administrative capacity, with responsibility for production and coordination, leaving to the P-4 the greater bulk of direct technical performance and analysis. In many cases, also, the P-3 is trained in one or more subject matter fields in which the P-4 engineer has no direct experience, thus complementing the P-4's technical proficiency.

P-2, Assistant Project Maintenance Engineer

This position is rarely found as the top maintenance engineer on a project. The smaller projects, where such a position would normally be located, in most cases satisfy the need for skilled maintenance personnel through the establishment of positions in the CPS service. In some cases, however, where unusual technical situations exist, a small project may require the full-time service of an engineer trained professionally in a particular field of engineering or architecture. Such situations would justify the existence of a position at this level.

More commonly, positions at this level are found on projects supervised by a P-4 or P-3 engineer, the incumbent of this position serving as general assistant in the buildings and grounds maintenance work. On the largest projects the incumbent may be stationed permanently on a site, separated from the main project office with responsibility for all routine maintenance work on that particular development. Like the incumbent of the P-3 position, the incumbent of this position may also serve in an essentially administrative capacity where, however, a knowledge of the fundamentals of maintenance engineering is required for the effective performance of the work.

REMARKS

Grade P-4 is established as the top grade for maintenance engineer positions on project sites chiefly for two reasons; (1) it is felt that the variety and technical difficulty of maintenance problems arising on any one project are not sufficient to warrant allocation above the standard journeyman engineering level; not sufficient, for example, to require that the incumbent of any such position be an outstanding expert in the subject matter field; and (2) the maintenance engineers on the several projects in a region have recourse for aid and guidance to specialists in the fields of building and grounds maintenance and electrical-mechanical engineering who are attached to the regional office staff. These specialist positions are allocated at Grade P-5. Where such specialist positions do not exist in a region, and where, in addition, a particular project presents unusually difficult problems of an administrative and technical nature, the top project position may possibly be allocated at Grade P-5. This is a fairly unlikely situation, however, since the two conditions would almost never exist concurrently.

Some significant allocations, which may be used as guides for evaluating project maintenance positions, have been made by the Civil Service Commission for certain positions in one Federal Agency. A study of these allocations has revealed that fairly specific standards are being consistently adhered to by the Commission. For example, the most important allocation factors considered are: number of persons occupying the building; type of equipment installed; and the number of persons supervised in the maintenance and care of the building. More specifically, we usually find a P-4 engineer responsible for approximately two million aggregate

square feet occupied by over ten thousand persons and requiring a maintenance force of approximately three hundred people; and that the CPC-10 maintenance superintendent is responsible for an area of approximately 750,000 square feet occupied by less than 4,000 persons and requiring a maintenance force of approximately 150 people. It is significant in this connection to note that the position of Group Superintendent responsible for the maintenance of the Pentagon Building located in the Metropolitan Area of Washington, D.C. is allocated at only Grade P-5, despite the fact that this building is the largest office building in the world and that its air conditioning, water cooling, sewage disposal and heating systems are mammoth in size and highly complex in their details. The superintendent of these consolidated buildings is responsible for the activities of a maintenance staff of approximately 800.

These standards, although not directly applicable to the FPHA project situation, may provide some valuable comparisons for the allocation of maintenance engineer positions.

POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

SERIES: PROJECT SERVICES ADVISER

KIND OF WORK

Concerns the provision of educational, health, sanitation, recreational, day care, cafeteria and other facilities and services on the project site, the stimulation of project maintenance by tenants, and the providing for the livability of war housing and slum clearance public housing projects; involving, more specifically: the stimulation of the support and cooperation of existing community welfare and social agencies, both private and public, in the most effective utilization of project space for active and passive recreational activities; including the development of programs of community activities and the making of arrangements for the provision of materials and equipment by various other agencies; the stimulation of interest on the part of tenants in performing general maintenance work, except that requiring skill or involving danger, for the purpose of reducing maintenance costs and rents and to inculcate feelings of home ownership; the stimulation of Civilian Defense and other war morale building activities; the planning and development, in cooperation with the United States Public Health Service, local health departments and visiting nurse associations, of programs of health, safety and sanitation which are based upon accepted principles and practices of public health administration and include the provision of clinics, nurseries and general medical services; and the planning and development of recreational and related programs including adult and pre-school education, through the organization of tenant associations and the cooperation of such outside agencies as the Work Projects Administration, the Office of Defense Health and Welfare Services, and the local YMCA's.

The incumbent of a Project Services position has a heavy contact function with local community organizations and officials and with tenants in the stimulation of group activities and the provision of local or tenant leadership for these activities. In no case, however, is he responsible for the actual supervision of the clubs, playgrounds, nurseries, clinics, etc. It is his responsibility to see that these functions are properly organized and carried out by other individuals or organizations.

GRADE LEVELS

P-4, Project Services Adviser

This is the highest grade in this series and may be found on projects of 8000 units and over. The incumbent is responsible to the Housing Manager or Assistant Housing Manager for the initiation, supervision and coordination of project services activities. Since projects of this size are usually divided into several sites, additional positions may be established, in accordance with standards, at each location, and the incumbents will be under the direct supervision of the P-4, Project Services Adviser, who may also have assistants of lower grade in the project central office.

Because of the size of projects in this class, the Housing Manager and Assistant Housing Manager can give little time to the project services function, thus necessitating full-time assistants in this field. Therefore, the incumbent of this position should have an excellent background and experience in recreation administration and contact work so that he can perform his duties with a minimum of supervision and direction.

P-3, Associate Project Services Adviser

Positions in this grade are found on projects housing from 2001 to 8000 units, on which they have complete responsibility for the project services activities of the project. These positions can also be established on a consolidated project of 8000 units or over when the incumbent is specifically responsible for the project services activities of a site of a least 2000 units.

P-2, Assistant Project Services Adviser

At this level positions include responsibility for the initiation and coordination of project services activities on projects ranging from 1201 to 2000 units.

This is also the performance and full operating level on larger projects, on which as many positions may be established at this level as are needed.

P-1, Junior Project Services Adviser

Positions established at this level are of a trainee nature and are found only on large projects where a P-3 or P-4, Project Services Adviser supervises and trains the incumbent.

REMARKS

It should be noted that there are a tremendous number of variables in the allocation of positions in this series and the only constant factor is the size of the project. Therefore, the levels have been set at the maximum grade according to the number of units on the project and it will be necessary for the regional office to evaluate each position as the need for it arises. Among the variable factors are: the amount of responsibility for the project services function which the Housing Manager reserves for himself, and the amount he delegates to a special assistant; the degree of supervision he exercises; the physical, social and political characteristics of the community; the type and degree of existing services which are available to the community; the isolation of the project; the amount and type of assistance rendered by the regional office; the need for stimulating tenant leadership where outside leadership is not available; the scope of project services activities on the project.

Please see the Tenant Aide Series which combines the Project Services and Leasing and Occupancy functions on projects of less than 1200 units.

The first part of the report deals with the general situation of the country. It is a very interesting and informative study of the country's development. The author has done a great deal of research and has gathered a wealth of material. The report is well written and is a valuable contribution to the study of the country's development.

THE ECONOMIC SITUATION

The second part of the report deals with the economic situation of the country. It is a very interesting and informative study of the country's economic development. The author has done a great deal of research and has gathered a wealth of material. The report is well written and is a valuable contribution to the study of the country's economic development.

THE SOCIAL SITUATION

The third part of the report deals with the social situation of the country. It is a very interesting and informative study of the country's social development. The author has done a great deal of research and has gathered a wealth of material. The report is well written and is a valuable contribution to the study of the country's social development.

The fourth part of the report deals with the political situation of the country. It is a very interesting and informative study of the country's political development. The author has done a great deal of research and has gathered a wealth of material. The report is well written and is a valuable contribution to the study of the country's political development.

CONCLUSIONS

The fifth part of the report deals with the conclusions of the study. It is a very interesting and informative study of the country's development. The author has done a great deal of research and has gathered a wealth of material. The report is well written and is a valuable contribution to the study of the country's development.

APPENDIX

The appendix contains a list of the sources of the material used in the study. It is a very interesting and informative study of the country's development. The author has done a great deal of research and has gathered a wealth of material. The report is well written and is a valuable contribution to the study of the country's development.

The appendix also contains a list of the names of the people who have helped the author in the study. It is a very interesting and informative study of the country's development. The author has done a great deal of research and has gathered a wealth of material. The report is well written and is a valuable contribution to the study of the country's development.

POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

SERIES: RESIDENT MANAGER

KIND OF WORK

Is responsible for managing a small development or a site on a consolidated project where the over-all supervision rests in the position of Housing Manager. The duties performed by the Resident Manager vary with the organization and operation of the project. On consolidated projects without central project office maintenance, leasing and occupancy, project services, and accounting sections, Resident Managers are responsible for these duties on the particular site or development. Otherwise, Resident Managers are responsible for collecting and accounting for rents, receiving tenant complaints, maintaining records of tenants, furnishing data for the Housing Manager's use in developing budget estimates, procuring of supplies, and displaying units to applicants.

GRADE LEVELS

The allocation of Resident Manager positions, like those of Housing Manager, is based primarily upon the number of units on the projects on which they exist. Grade levels for these positions are usually two grades lower than those of Housing Manager positions for projects of the same number of units, as shown below.

<u>Grade</u>	<u>Units</u>
CAF-9,10.....	Over 1200
CAF-8,9.....	751 to 1200
CAF-7,8.....	451 to 750
CAF-6,7.....	266 to 450
CAF-5,6.....	176 to 265
CAF-4,5.....	121 to 175
CAF-4.....	Up to 120

VARIABLES

Resident Manager positions are affected to a great extent by the organization of project and the structural composition of its central project office and site staffs. The proximity of the site to the central office is an important variable in that Resident Manager grades will be lower if the office is at or contiguous to the site. Resident Manager positions usually do not exist on sites of less than 751 units where there is also an Assistant Housing Manager.

1944-1945

1. The first part of the report is a general statement of the work done during the year.

2. The second part is a detailed account of the work done on the various projects.

3. The third part is a summary of the results.

4. The fourth part is a list of references.

5. The fifth part is a list of the names of the persons who have contributed to the work.

6. The sixth part is a list of the names of the persons who have assisted in the work.

7. The seventh part is a list of the names of the persons who have been consulted in the work.

8. The eighth part is a list of the names of the persons who have been consulted in the work.

9. The ninth part is a list of the names of the persons who have been consulted in the work.

10. The tenth part is a list of the names of the persons who have been consulted in the work.

POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

SERIES: STOREKEEPER

KIND OF WORK

Concerns the filling of approved requisitions for the issuance of materials, supplies, and equipment from supplies in the warehouse; the receipt, storage, custody and preservation of tools, hardware, furniture and other supplies and equipment; the requisitioning of stock for replenishment and the inspection of such materials to insure that their quantity, quality, and condition comply with the related requisitions, invoices and other purchase media; the submission of daily reports of materials issued, received and transferred and of such other reports as may be required.

GRADE LEVELS

CAF-4, Storekeeper

Has charge of a moderately large warehouse the area of which should approximate 10,000 square feet; the value of the goods stored should at all times approximate \$75,000; and there should be a considerable turnover of the items in storage, i.e., about three times yearly. The incumbent should supervise two or more employees.

CAF-3, Assistant Storekeeper

Has charge of a small warehouse and supervises a small group of lower grade storekeepers and laborers.

CAF-2, Junior Storekeeper

Responsible for the operation of a small warehouse and supervises a small group of under storekeepers or laborers.

Serves as full-time assistant to a higher grade storekeeper.

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POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

SERIES: TENANT AIDE

KIND OF WORK

This series combines the Leasing and Occupancy and Project Services functions on projects of less than 1200 units. The work includes contacts with industrial plant managers to determine essential war workers to be housed, the receipt and verification of the eligibility of applicants, the investigation and adjustment of complaints, and the reexamination of tenants for continued tenant eligibility; also included are the provision of educational, health, sanitation, recreational, day care and project maintenance by tenants, providing for the livability of projects and the stimulation of tenant leadership. In no case is an incumbent personally responsible for the actual supervision of the clubs, playgrounds, nurseries, clinics, etc. It is his responsibility to see that these functions are properly organized and carried out by other individuals or organizations.

GRADE LEVELS

CAF-6, Principal Tenant Aide

At this level the incumbent is responsible to the Housing Manager for the Leasing and Occupancy work and the Project Services functions on projects ranging in size from 450 to 1200 units.

CAF-5, Senior Tenant Aide

At this level the incumbent is responsible under the supervision of the Housing Manager for the Leasing and Occupancy work as well as Project Services functions on projects ranging in size from 200 to 450 units.

OR:

At this level, on a large project, the incumbent may be located on a sub-division of that project and is responsible to the Leasing and Occupancy Agent for the rental work on approximately 3000 to 4000 units. In this instance his work is supervised and reviewed by the Leasing and Occupancy Agent in the Project central office. His duties include the supervision of the taking of applications for admission and interpreting eligibility requirements to applicants, making field visits as required to verify statements of applicants regarding housing conditions, submitting regular reports showing weekly progress of work, and supervising the necessary clerks and interviewers.

CAF-4, Tenant Aide

At this level the incumbent is responsible under the supervision of the Housing Manager for the leasing and occupancy and project services functions on projects ranging in size from 176 to 265 units. On a large consolidated project he is responsible to the top Leasing and Occupancy Agent for the rental work on sites of 3000 units or less with work supervised and reviewed by the Leasing and Occupancy Agent in the project central office.

The incumbent takes applications for admission and interprets eligibility requirements to applicants, makes field visits as required to verify statements of applicants regarding housing conditions and prepares reports thereon.

REMARKS

It should be noted that these levels and grades were established for positions which combined these functions, and it is only on this basis that the grades can be justified.

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POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

SERIES: STOREKEEPER

KIND OF WORK

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CAF-4, Storekeeper

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Has charge of a small warehouse and supervises a small group of lower grade storekeepers and laborers.

CAF-2, Junior Storekeeper

Responsible for the operation of a small warehouse and supervises a small group of under storekeepers or laborers.

Serves as full-time assistant to a higher grade storekeeper.

THE UNITED STATES OF AMERICA

DECLARATION OF INDEPENDENCE

1776

When in the course of human events, it becomes necessary for one people to dissolve the political bands which have connected them with another, and to assume among the powers of the earth, the separate and equal station to which the laws of Nature and of Nature's God entitle them, a decent respect to the opinions of mankind requires that they should declare the causes which impel them to the separation.

1776

1776

That the United States, by the unanimous consent of the thirteen original States, do hereby sever all political connections with Great Britain, that they are full and free, independent States, absolved from all allegiance to the British Crown, and that all political connections between them and Great Britain are hereby dissolved.

1776

That the United States, by the unanimous consent of the thirteen original States, do hereby sever all political connections with Great Britain, that they are full and free, independent States, absolved from all allegiance to the British Crown, and that all political connections between them and Great Britain are hereby dissolved.

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POSITION CLASSIFICATION STANDARDS FOR DIRECTLY-OPERATED PROJECTS

SERIES: TENANT AIDE

KIND OF WORK

This series combines the Leasing and Occupancy and Project Services functions on projects of less than 1200 units. The work includes contacts with industrial plant managers to determine essential war workers to be housed, the receipt and verification of the eligibility of applicants, the investigation and adjustment of complaints, and the reexamination of tenants for continued tenant eligibility; also included are the provision of educational, health, sanitation, recreational, day care and project maintenance by tenants, providing for the livability of projects and the stimulation of tenant leadership. In no case is an incumbent personally responsible for the actual supervision of the clubs, playgrounds, nurseries, clinics, etc. It is his responsibility to see that these functions are properly organized and carried out by other individuals or organizations.

GRADE LEVELS

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At this level the incumbent is responsible to the Housing Manager for the Leasing and Occupancy work and the Project Services functions on projects ranging in size from 450 to 1200 units.

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At this level the incumbent is responsible under the supervision of the Housing Manager for the Leasing and Occupancy work as well as Project Services functions on projects ranging in size from 200 to 450 units.

OR:

At this level, on a large project, the incumbent may be located on a sub-division of that project and is responsible to the Leasing and Occupancy Agent for the rental work on approximately 3000 to 4000 units. In this instance his work is supervised and reviewed by the Leasing and Occupancy Agent in the Project central office. His duties include the supervision of the taking of applications for admission and interpreting eligibility requirements to applicants, making field visits as required to verify statements of applicants regarding housing conditions, submitting regular reports showing weekly progress of work, and supervising the necessary clerks and interviewers.

5. References

6. Appendix

The first part of the paper discusses the importance of the research and the objectives of the study. It then describes the methodology used, including the data collection and analysis techniques. The results of the study are presented in the third section, followed by a discussion of the findings and their implications. The conclusion summarizes the main points of the study and provides recommendations for future research.

The second part of the paper is a detailed description of the methodology used in the study. It includes a description of the data collection process, the sample size, and the statistical methods used for data analysis. This section is intended to provide a clear and concise overview of the research methods used in the study.

The third part of the paper presents the results of the study. It includes a description of the data collected, the statistical analysis performed, and the findings of the study. This section is intended to provide a clear and concise overview of the results of the study.

The fourth part of the paper is a discussion of the findings of the study. It includes a description of the results, a discussion of the implications of the findings, and recommendations for future research. This section is intended to provide a clear and concise overview of the discussion of the findings of the study.

CAF-4, Tenant Aide

At this level the incumbent is responsible under the supervision of the Housing Manager for the leasing and occupancy and project services functions on projects ranging in size from 176 to 265 units. On a large consolidated project he is responsible to the top Leasing and Occupancy Agent for the rental work on sites of 3000 units or less with work supervised and reviewed by the Leasing and Occupancy Agent in the project central office.

The incumbent takes applications for admission and interprets eligibility requirements to applicants, makes field visits as required to verify statements of applicants regarding housing conditions and prepares reports thereon.

REMARKS

It should be noted that these levels and grades were established for positions which combined these functions, and it is only on this basis that the grades can be justified.

