



# JOB DESCRIPTION

<b>Job Title:</b>	<b>Housing Assistant</b>
<b>Department:</b>	<b>Housing Authority</b>
<b>Reports to:</b>	<b>Director of Leased Housing</b>

## SUMMARY

The Housing Assistant provides a variety of customer service functions, general reception duties, administrative and clerical tasks. The essential functions included but are not limited to reception, switchboard, work order entry, supporting the operations of the Housing Choice Voucher Program (HCVP) and Public Housing (PH) operations using written administrative policies and procedures. The position requires to be highly organized, collaborative, and detail-oriented to perform general supportive administrative duties for the PHA.

## SUPERVISION

The Housing Assistant reports to the Director of Leased Housing and the Lead Program Representative when the Director of Leased Housing is not available. There is no staff who report to the Housing Assistant.

## ESSENTIAL JOB DUTIES & RESPONSIBILITIES

- Perform all reception duties as required. Greet, assist, and refer visitors to appropriate PHA staff.
- Intake/dispatch/enter work orders for PHA properties from work order line and walk-ins.
- Answer the switchboard, route, and direct calls to appropriate PHA staff. Check, update and manage office voicemail.
- Assist with the process for all certifications in compliance with Federal, State, local rules and regulations and PHA policies and procedures.
- Receive, sort, date/time stamp and distribute daily mail/deliveries and prepare outgoing mail for delivery including operating mail processing equipment, weighing, affixing postage and delivery to the post office.
- Assist in creating, purging, and maintaining electronic and physical filing systems and files.
- Assemble paperwork and packets required for certifications, applications, briefings, and any other program related task.
- Assist entering inspection data into housing software and inspection tracking system.
- Provides general program information to applicants, participants, tenants, landlords and the general public by including all the necessary updates to PHA website.
- Assist participants in locating apartments and updating available housing, resources, applications and other necessary updates on to the PHA website.
- Provide administrative assistance to all PHA departments as assigned.
- Input data into housing management software and databases.
- Organize and schedule appointments as needed.
- Provide excellent customer service to participants, tenants, landlords, co-workers, clients, vendors, and general public.

- Conduct all job functions in alignment with HUD rules and regulations, state and local laws, and the PHA policies and procedures which include but not limited to the Administrative Plan and the Admissions and Continued Occupancy Policy.
- Periodically check the drop box throughout the day and date/time stamp/distribute all mail, paperwork and applications to appropriate staff.
- Ensure the main door is opened at the start of business and locked at the close of business daily.
- Collect repayment of checks/money orders from tenants; provide receipts and keep track of monies owed.
- Prepare/write and distribute email, correspondence, letters, faxes, and forms and translate verbally and written as needed.
- Compile supply order and ensure office supplies are stocked for the department.

### **SECONDARY TASKS OF THE POSITION**

- Provide a variety of other administrative duties in support of other staff of the PHA.
- Provide administrative coverage for other PHA Departments and Executive Director as needed.
- Perform other duties as assigned by the Director of Leased Housing.

### **PERFORMANCE CRITERIA**

- Strong organizational skills and will be evaluated on his/her ability to perform standard administrative tasks in conformance with HUD Rules and Regulations, state and local laws, and PHA policies and procedures.
- The ability to provide excellent customer service, work independently, work in a team, identify and report problems and produce work free from errors.

### **EMPLOYEE ACCOUNTABILITY**

- Present a professional image as a representative of the PHA;
- Maintain a high degree of confidentiality relative to all work performed.
- Establish and maintain effective professional working relationships with co-workers, management, partner agencies and the community.

### **ETHICAL STANDARDS AND COMPLIANCE WITH PHA POLICIES**

Fulfill all duties and responsibilities with a high level of integrity, honesty and adherence to agency policies and rules.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

Possess or acquire and maintain a high level of expertise in the current and evolving principles and practices in the following areas:

- Strong written and oral communication skills.
- Working knowledge of Microsoft Office programs and office procedures and practices and operating office machines.
- Knowledge of the general operations and procedures of a Public Housing Agency (PHA).
- Ability to work harmoniously with PHA personnel, tenants, applicants, participants, landlords, vendors, and general public.
- Ability to provide a high level of customer service with individuals in person, on the

telephone and email.

- Strong organizational, time management and computer skills.
- Knowledge of HUD Rules and Regulations and State of RI Landlord/Tenant Act.
- Ability to be flexible and work independently.
- Ability to assemble and analyze information for the purpose of developing proposed courses of action and comprehensive solutions to program related issues.
- Bi-lingual in English and Spanish required
- Bi-lingual in English, Spanish, Portuguese, and Creole, preferred.

### **EXPERIENCE AND EDUCATION**

Various combinations of education, experience and training may qualify an applicant. The following is a typical way to be qualified:

- Associate degree with a concentration in social sciences, public administration, community development, social work or a related field and knowledge of housing subsidy programs preferred; or
- Prior work experience in public housing or housing program preferred; or a combination of education and experience.

### **CERTIFICATION/REGISTRATIONS**

- Obtain training and certifications on an as needed basis to stay current with job requirements.
- Must have and maintain a valid driver's license with acceptable driving record and auto insurance.

### **PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- Occasional standing, walking, sitting, using hands to finger, handle or feel objects, tools or controls; reaching with hands and arms, climbing stairs; balancing; stooping kneeling; talking or hearing, close vision, distance vision, peripheral vision, and depth perception.
- The noise level is usually moderate.

**NOTE:** The requirements for this position are indicative of the physical and mental capacities needed to satisfactorily perform the duties of the position. Reasonable accommodations, as required by the Americans with Disabilities Act, will be granted wherever possible.

*This job description is not an employment agreement or contract. Management has the exclusive right to alter the scope of work within the framework of this job description at any time without prior notice.*

**This job description has been approved by all levels of management:**

Executive Director \_\_\_\_\_

Department Director \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the position.



Employee Print Name \_\_\_\_\_ Date \_\_\_\_\_

Employee Signature \_\_\_\_\_

