

**November, 2013**

**POSITION TITLE:**

**ADMINISTRATIVE ASSISTANT/HOUSING PROGRAM  
TECHNICIAN**

**DIVISION/ASSIGNMENT:**

**Administrative Services/Housing Program Administration**

**REPORTS TO:**

**Director of Human Resources and Administration and  
Director of Housing Program Administration**

**PURPOSE:** Administrative and technical support work of a complex, professional and responsible nature related to the overall day-to-day operations in the Section 8 Housing Programs. Responsibilities involve administrative support to the Director of Housing Program Administration as well as other associated staff and activities; and assistance in meeting reporting requirements to HUD. In addition, this position assists with and performs specialized work of considerable variation involving the administration of new initiatives involving the expansion of on-going programs.

**ESSENTIAL FUNCTIONS OF THE POSITION:**

1. Performs administrative, and technical support work to assigned Executive and department staff; backup support to other Executive and Administrative staff as needed; and telephone and front desk coverage as required.
2. Administers Housing Assistance Payments Contracts under the HUD Project Based Voucher program; analyzes and makes recommendations regarding rent increases and claims for vacancy; reviews expiring HAP contracts and updates rent schedules and databases as required; assists owners and managers in the implementation and interpretation of HUD rules and regulations.
3. Coordinates with Intake staff on the Section 8 voucher portability.
4. Schedules informal hearings and coordinates file reviews with attorneys, advocates and program participants.
5. Handles necessary correspondence and tracking for rent claims and tax credit certification of compliance.
6. Generates monthly reexam packets, including any related forms.
7. Responsible for generating and maintaining reports and associated billing for specific programs; i.e. Housing Preservation and Rapid Re-housing program, Department of Mental Health; year-end reconciliations for 1099's, W9's.
8. Maintains program files.
9. Handles general and program information requests from participants, agencies and the general public.
10. Performs related work as required or assigned.

**SECONDARY POSITION TASKS:**

1. Performs errands to deliver and retrieve materials on an as needed basis.
2. Assists in office maintenance, recycling, maintaining all office equipment, supplies, security, etc.
3. May occasionally provide back-up to Client Services staff or assist Field Representatives with re-exams, lease-ups and application sessions in various locations throughout the state, as needed or requested.

**ESSENTIAL POSITION REQUIREMENTS AND QUALIFICATIONS:**

**Education:**

1. Associates Degree, with some course work in administrative skills and office practices.
2. Additional experience, as defined below, may be substituted on a year-for-year basis for the Associates Degree.

**Experience:**

1. Two to three years of administrative, ~~secretarial~~ or clerical work in applied housing programs, preferably in Section 8 programs and human services, including assisted housing experience and public contact.

**Skills and Abilities:**

1. Ability to rapidly develop a thorough knowledge of the functions, procedures, organization and governing laws and regulations of the Authority and learn and adapt to extensive, complex rules, regulations and functions related to HUD, and apply them to daily responsibilities. (This knowledge should be acquired within the first six months.) Ability to meet goals and objectives set by the Authority within a specific time.
2. Possess strong organizational and communication skills; ability to plan and organize a heavy workload; coordinate multiple projects; quickly identify priorities of a busy, diverse office; operate under stress and work independently, referring policy clarification to appropriate personnel.
3. Ability to collect pertinent and detailed data from a wide variety of sources maintaining detailed, thorough and accurate files; ability to perform accurate arithmetic computations; knowledge of routine office procedures, english grammar, usage and spelling; and record and file maintenance procedures, and ability to maintain detailed, thorough and accurate recordkeeping systems.
4. Ability to utilize word processing, spreadsheets; i.e. Access, Excel, database and other computerized programs, including those by way of modem (this knowledge should be acquired within the first three months); general office equipment, dictation transcription equipment; and type accurately at a minimum of 55 WPM.
5. Ability to communicate complex program information to a diverse public and be sensitive to the needs of low-income, elderly and disabled individuals and families.

6. Ability to maintain confidentiality; exercise good judgement; communicate effectively orally and in writing in stressful and emotional situations with sensitivity, courtesy, tact and empathy; establish and maintain effective working relationships with supervisors, co-workers, program participants, other agencies, and the general public; and work closely and cooperatively with staff to insure the smooth administration of programs.
7. Possess an excellent telephone manner and ability to handle a variety of callers; ability to present a professional image at all times.
8. Ability to compose materials and correspondence on own initiative or with a minimum of instruction; type and proofread routine documents and forms.

**Certifications/Registrations/Licenses:**

1. Must possess a valid driver's license, dependable private means of transportation, and carry liability insurance of at least \$50,000.
2. Must have or be able to obtain certifications in HUD regulations and certified occupancy training, where applicable and as required.

**WORKING CONDITIONS/PHYSICAL DEMANDS:**

1. Full-time position, 40 hours per week.
2. Must be able to report to work on time and adhere to VSHA work schedules, rules and regulations.
3. Office environment, may occasionally work in a field environment.
4. Ability to bend over to low files and reach high files.
5. Ability to lift, carry, push, pull or otherwise move an object.
6. Work involves walking, standing and driving for brief periods of time.

**EQUIPMENT USED:**

1. Computer, printers, typewriter, multi- and single-line telephones, FAX, TTY, copy machine, calculator, dictation transcription equipment and general office equipment.

**PAY CLASSIFICATION: 6**