



Vermont State Housing Authority

One Prospect Street • Montpelier, Vermont 05602 • (802) 828-3295 • contact@vsha.org

NOTICE OF OPEN POSITION

OFFICE SERVICES COORDINATOR

May, 2022

About VSHA: Since 1968, the Vermont State Housing Authority has been working to improve and expand access to affordable housing throughout the state. VSHA strategically partners and collaborates with rental property owners, nonprofit organizations, agencies, and municipalities to implement innovative programs that promote housing access and stability for our community members with income-based and other housing assistance needs.

Position: The Office Services Coordinator performs administrative and technical work of a complex, professional, confidential, and responsible nature assisting executive management in the areas of Administration, Human Resources, and Finance and Information Systems, and is responsible for the management of the front office functions.

This position has a sizeable HR component including benefits and benefits enrollment, workers' compensation, employee leave, recruitment, and database and file maintenance. In addition, this position provides assistance to the Board of Commissioners including meeting set up, posting notices, preparing agendas and meeting materials, producing meeting minutes, and other administrative tasks.

Responsibilities:

1. Performs general and confidential administrative work for the Executive Director, Director of HR and Administration and other management, as assigned.
2. Assists with human resource functions and administration, including but not limited to:
 - benefits and benefits enrollment
 - workers compensation
 - employee leave
 - recruitment
 - database and file maintenance
 - providing back up as requested
 - maintaining information in the System for Award Management (SAM.gov).
3. Prepares and sets up meetings for the Board of Commissioners, including posting notices, producing meeting minutes, preparing agendas and meeting materials, set ups, and providing support prior and during meetings. This includes providing assistance and set ups for virtual meetings, arranging for lunch as necessary, and general organization related to the Board of Commissioners.
4. Assists with organizing and maintaining general administrative, board, personnel, permanent, and finance files.



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5. Prepares, compiles, and distributes notices, materials, and reports as requested.
6. Provides primary coverage and management of the telephone, front desk, and front office duties, including, but not limited to:
 - performing or ensures performance of all front office opening and closing tasks
 - responding to or directing general information requests
 - greeting, directing, and announcing clients, vendors, and other visitors
 - processing incoming and outgoing mail
 - coordinating outsourced printing orders
 - assisting with office supply orders
 - coordinating and ordering office equipment service and installation
 - reconciling invoices
 - coordinating and scheduling supplementary phone and desk coverage with other office staff.
7. Performs various accounting and finance support functions, including, but not limited to:
 - receiving and recording in-person rent payments
 - generating annual landlord certificates
 - assisting with preparing annual Tax Setoff Program documents, partnership tax returns, uncollected debt files
 - conducting office supply inventories
 - maintaining central office petty cash
 - maintaining Grants.gov logins.
8. Responsible for office services and related maintenance, monitoring, and management of emergency contacts information systems, copiers/printers, security systems, telecommunications, equipment, and furniture.
9. Assists with Public Records file management and related duties.
10. Assists with and/or manage special projects or events.
11. Serves as back-up to the other administrative staff as needed.
12. Performs errands to deliver and retrieve materials on an as needed/required basis.
13. Performs other related work as required or assigned.

Qualifications and Requirements:

Education:

Associates Degree in a relevant field of study; OR a combination of education and experience likely to provide the knowledge, skills, and abilities to successfully perform the essential functions of the position.



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Experience:

Three years in a progressively responsible administrative field. Human Resources experience a plus.

Skills and Abilities:

1. Must have an understanding of confidential information management, and the ability to appropriately safeguard protected, confidential, and sensitive information.
2. Ability to rapidly develop and maintain a thorough knowledge of the functions, procedures, organizational structure, and governing laws and regulations of the Authority.
3. Ability to present a professional image at all times, and respectfully and effectively communicate and interact with a diverse population of staff, board members, clients, vendors, and visitors, by phone, email, and in-person.
4. Must have strong organizational skills, with the ability to coordinate and manage multiple projects, prioritize work, work independently on assigned tasks, take initiative, and make sound decisions within the authority and scope of the position.
5. Ability to consistently complete tasks and manage projects to completion with minimal supervision.
6. Ability to prepare clearly written and appropriately formatted correspondence, documents, forms, and other materials on own initiative or with a minimal instruction, and to proofread for accuracy, content, grammar, and structure.
7. Must have a thorough knowledge of standard office procedures and operations, with the ability to problem solve and trouble-shoot to address and resolve related challenges and issues.
8. Ability to work collaboratively and to develop and maintain productive work relationships.
9. Ability to maintain a calm demeanor and to make sound decisions in challenging situations.
10. Must have technical capacity to communicate, document, report, and distribute data and information, utilizing information and communications technology as required.
11. Knowledge of record and file maintenance procedures, and ability to create and maintain efficient and accurate recordkeeping systems.



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Certifications/Registrations/Licenses:

- Current Vermont Notary Public commission.
- Ability to drive and a valid driver's license (with an acceptable driving record), dependable private means of transportation, and vehicle liability insurance of at least \$50,000 preferred.

Compensation and Schedule: This position is full time, fully benefited and not covered by a Collective Bargaining Agreement.

To Apply: Please email your application materials (resume, cover letter, and application) to careers@vsha.org or mail via USPS to Vermont State Housing Authority, Human Resources, 1 Prospect St., Montpelier VT 05602. The employment application can be downloaded from our website at vsha.org.