

Vermont State Housing Authority

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

NOTICE OF OPEN POSITION

ADMINISTRATIVE ASSISTANT HOUSING PROGRAM ADMINISTRATION

July 11, 2025

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 Administrative Assistant provides administrative and technical support of a complex and professional nature in support of the overall day-to-day operations of the division assigned. They are responsible for a wide range of activities associated with the administration of the division and performs work of a confidential nature.

This position was formerly titled "Housing Program Specialist." It is full time, based in the Montpelier central office, with regular business hours of 7:45 a.m. – 4:30 p.m. This position is not covered by a collective bargaining agreement. FLSA: non-exempt (hourly) Salary: \$21.61/hour / \$44,948.80/annual

ESSENTIAL FUNCTIONS* include

*Note that the essential functions may differ depending on the division assigned.

1. Performs administrative and technical support to divisional management staff.
2. Provides backup support to other executive and administrative staff as needed or assigned.
3. Provides telephone and front desk coverage as needed or assigned.
4. Assists in processing employee leave and time records as assigned.
5. Organizes and maintains general and administrative files as assigned.
6. Handles general information requests regarding Authority activities.
7. Performs errands to deliver and retrieve materials on an as needed basis.
8. Performs related work as required or assigned.

*Portfolio Operations

1. Prepares and implements Affirmative Fair Housing Marketing Plans and coordinates the annual notices; coordinates property advertising for the Department.
2. Solicits bids for and coordinates contracted services; prepares contracts, obtains necessary documentation and maintains records relating to bidding and contracting for division activities.
3. Organizes and maintains records of required reports for the division; assists in preparation of various reports, including Low Income Housing Tax Credits, and ensures timely completion of reports.
4. Reviews delegated invoices for Division expenses and submits for payment.
5. Prepares and tracks replacement reserve requests.
6. Assists in the design and implementation of special programs.
7. Coordinates VOSHA hazardous materials inventory and reports and submit to appropriate agencies.
8. Coordinates annual fire extinguisher and elevator inspections for properties and VSHA offices.
9. Procures and maintains first aid supplies for properties and VSHA offices.

*Housing Program Administration

1. Maintains contracts between VSHA and the State of Vermont, other Public Housing Authorities, etc.; responsible for tracking deliverables, invoicing, and contract renewals/extensions.
2. Monitors repayment agreements for past and current program participants including written communication with participants; and collaboration with Rental Assistance Specialists and Accounting staff.
3. Provides administrative support to the Project-based Voucher program by verifying reasonableness of rent increases, processing vacancy claim payments and maintaining project files.
4. Communicates with owners/agents to ensure proper tax and bank account information is received; verifies tax information through the IRS TIN matching system; follows up on returned payments.
5. Serves as back up support for the portability specialist.
6. Handles general and program information requests from participants, agencies, and the general public.
7. Responds to requests for participant information from other public housing authorities and attorneys, as requested.
8. Handles sensitive material in a confidential manner.

REQUIREMENTS

High school diploma or equivalent; associates degree, with some course work in administrative skills and office practices preferred.

Two to three years of administrative or clerical work in human services, preferably in human services, applied housing programs, or related fields.

SKILLS & ABILITIES

1. Ability to rapidly develop a thorough knowledge of the functions, procedures, organization and governing laws and regulations of the Authority and meet goals and objectives set by the Authority within a specific time.
2. Ability to learn and adapt to extensive, complex rules, regulations and functions related to HUD, RD, LIHTC, and mobile home parks as required, and apply them to daily responsibilities.
3. Strong organizational and communication skills; ability to plan and organize a heavy workload; coordinate multiple projects; prioritize work; take initiative and make decisions within the framework of the position; quickly identify priorities of a busy, diverse office; operate under stress and work independently, referring policy clarification to appropriate personnel.
4. 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.
5. Proficiency in Microsoft programs including Word, Excel, PowerPoint, Outlook and Publisher, comfort navigating PHA-Web database, and use of general office equipment.
6. 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.
7. Ability to maintain confidentiality; exercise good judgement; communicate effectively verbally 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 ensure smooth administration of programs.
8. Possess an excellent telephone manner and ability to handle a variety of callers; ability to present a professional image at all times. Must be able to act with grace in difficult situations.
9. Ability to compose materials and correspondence on own initiative or with a minimum of instruction; type and proofread routine documents and forms. Must possess knowledge of English grammar usage and spelling.
10. Must possess a thorough knowledge of routine office procedures, including knowledge of record and file maintenance procedures; ability to devise and maintain detailed, thorough, and accurate

recordkeeping systems.

11. Ability and willingness to obtain certifications as appropriate and required for the position.

WORKING CONDITIONS

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.

EQUIPMENT

Regular office equipment, computer, copiers, scanners, adding machines, etc.

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

Vermont State Housing Authority is an equal opportunity employer. VSHA does not discriminate on the basis of race, color, religion, national origin, sex, pregnancy, age, disability, sexual orientation, gender identity, genetic information, HIV-positive status, ancestry, place of birth, citizenship status, veteran/military status, crime victim status, or any other characteristic protected by federal, state, or local laws. This policy applies to all of VSHA's terms and conditions of employment.