

Vermont State Housing Authority

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

NOTICE OF OPEN POSITION

OFFICE ASSISTANT

January 20, 2026

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 Receptionist/Office Assistant is the first point of contact for participants, tenants, members of the public, vendors and visitors to the VSHA Central Office. They are responsible for reception, administrative and clerical work of a professional and responsible nature.

ESSENTIAL FUNCTIONS include

1. Provides telephone and front desk coverage: answers multi-line telephone system, including toll-free message line; takes messages and directs calls to appropriate individuals; and provides pertinent and routine information as required. Handles automated recordings, paging system, etc. Greets and assists visitors, directing them to appropriate individuals.
2. Opens and closes central office including locking doors and windows, powers on and off copier equipment, and answering voice mail systems. Responsible for central office security; monitors security camera system; maintains visitors' log.
3. Sorts, stamps and distributes all incoming mail; ensures outgoing mail is ready for pickup; prepares certified/registered mail, etc. Responsible for Fedex, UPS, and other mail services.
4. Assists walk-in participants, general public, visitors, vendors, service providers.
5. Performs a variety of clerical support work as assigned or directed: wordprocessing, filing, photocopying, mailings, etc.
6. Serves as liaison for maintenance requests and central office needs. Directs requests to Director of Maintenance or others as appropriate.
7. Assists with Board meetings as requested. Serves as back up for Office Services Coordinator.
8. Assists with recruiting; maintains the careers@vsha email by responding and distributing

messages as appropriate. Updates VSHA website for new job openings.

9. Maintains staff telephone listings, mailboxes, and front-desk procedure guide; monthly calendar of events; and maintains general office forms.
10. Maintains the reception area and common areas on the first floor; monitors materials on the kitchen bulletin boards.
11. Compiles print shop orders and works with BGS for completions. Tracks status.
12. Compiles the bi-weekly supplies order, working with finance as necessary. Assists in maintaining office and meeting room supplies, inventory and stocking lower and first floors and distributing supplies throughout the central office.
13. Assists with telecommunications needs including telephone repairs and requesting new lines. Reconciles phone bills for Consolidated and Telecom. Distributes faxes as appropriate.
14. Handles agency wide and specialized advertising and necessary follow-up.
15. Reconciles monthly invoices as requested which may include insurance bills.
16. Assists with public record box preparation, shipping, tracking, etc.
17. Monitors contact@vsha email.
18. Performs errands to deliver and retrieve materials on an as needed basis.
19. Assists other departments with special projects as requested.
20. Performs related work as required or assigned.

REQUIREMENTS

- High school graduate, or equivalent. Course work in secretarial skills and administrative office practices preferred.
- Two years of clerical/administrative experience, including public contact and telephone services.

Skills & Abilities

1. Demonstrate a strong commitment to the mission of the Vermont State Housing Authority.
2. Ability to rapidly develop a thorough knowledge of the functions, procedures, organization and governing laws and regulations of the Authority and of individual departments.
3. Ability to rapidly develop knowledge of human services agencies and statewide network of services.

4. Ability to handle a multi-line telephone system and react quickly and promptly in receiving and directing calls and messages.
5. Must have the ability to present a professional image at all times; possess an excellent telephone manner and handle calls and visitors with respect, courtesy and diplomacy at all times.
6. Must be able to act with grace in difficult circumstances.
7. Ability to maintain confidentiality; exercise good judgment, courtesy and tact; communicate effectively verbally and in writing; and establish and maintain effective working relationships with supervisors, coworkers, program participants and the general public.
8. Ability to handle multiple projects, work independently or with a team.
9. Thorough knowledge of routine office procedures, English grammar, usage and spelling.
10. Ability to compose materials and correspondence with a minimum of oversight; accurately type and proofread routine documents and forms.
11. Knowledge of or ability to rapidly learn the use of word processing, spreadsheet, database and other computerized programs, including those by way of modem; general office equipment; data entry, and mathematical abilities.
12. Must possess a valid driver's license, dependable private means of transportation, and carry liability insurance in accordance with VSHA policy.

WORKING CONDITIONS/PHYSICAL DEMANDS

- Office environment.
- Must be able to sit for long periods at a time, walking and standing.
- Ability to lift, carry, push, pull or otherwise move objects/boxes.
- Ability to report to work on time and adhere to VSHA work schedules, rules and regulations.

EQUIPMENT

Computer, printers, multi and single line telephones, FAX, copy machine, security camera system, calculator, and general office equipment.

Status: Open to internal and external applicants. This position is covered by a Collective Bargaining Agreement.

- Pay Grade 4
- FLSA: non-exempt
- Salary: \$19.67/hour

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.