

JOB DESCRIPTION



Job Title:	Housing Assistant	Reports to:	Programs Officer
Status:	Full Time, Regular	FLSA:	Non-Exempt
Department:	Housing & Planning	Location:	IRHA Administrative Office
Schedule:	Monday through Friday	Hours:	8 AM to 4:30 PM
EEO-1:	Administrative Support Workers	SOC Code:	43-4171.00
Approved By:		Date:	

Job Summary: Primary responsibility is providing courteous and efficient customer service via telephone and/or in person as a representative of IRHA. Provide clerical support to the Housing & Planning departments. Intake applications, screen applications for program eligibility and process housing payments in HDS and provide receipts.

Essential Functions:

- Serves as the first point of contact for clients and customers, receive and screen in person visitors and telephone calls. Assists clients in person, respond to program and application process questions. Refer requests as needed to appropriate staff.
- Open application process, log, track, and maintain all applications for programs as needed.
- Pre-screen and follow up with program applications to ensure they are fully completed for each program before acceptance.
- Assist staff with correspondence for required documentation from clients and first-time program applicants.
- Assist with determining eligibility for all programs within the Housing and Planning Department.
- Assist in creating and maintaining waitlist for all programs.
- Receive, respond to, track and ensure follow-up on client issues and requests are completed in a timely manner.
- Receive and process client payments per finance policy and procedures for intake of payments.
- Assist with maintaining program electronic and hard copy files for the Housing and Planning Department.
- Serve as back up for the receptionist by operating multi-line telephone switchboard, retrieve messages and route calls to appropriate staff, voice-mail, and/or take messages.
- Provide immediate, courteous, and efficient customer service to all whom contacts IRHA.
- Perform requested clerical and administrative support to overall organization such as proofreading, transcribing information, operating computer to perform data entry, typing documents and letters, and prepare reports.
- Transmit information or documents to customers and clients, using computer, mail, or facsimile machine.
- Maintain and update appointment calendars for Departments.
- Provide internal staff updates of staff member's whereabouts and availability; also inform staff of other employees leave for the Housing and Planning departments.
- Process emergency assistance requests and maintain log records.
- Become a notary public as requested and provide notary services to staff and clients.
- Prepare work orders and coordinate follow through. Coordinate with contractors as needed.
- Perform duties in compliance with established rules and regulations, policies and procedures of Interior Regional Housing Authority.
- Other duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge of administrative and clerical procedures and systems such as data entry, word processing, filing and other office procedures and terminology.
- The ability to observe office etiquette and protocol, use discretion, ask questions as appropriate, and

not interrupt at inappropriate times.

- The ability to effectively work as a member of a team.
- Knowledge of and ability to use computer hardware and software.
- Knowledge of and ability to use office equipment, e.g. phones, copier, fax.
- Ability to work with written and computerized data.
- Ability to use payment processing machines.
- Ability to perform mathematical computations.
- Ability to use tact, discretion and courtesy in dealing with clients, the public, and others encountered in the course of the work.
- Ability to establish and maintain working relationships with managers, employees and others encountered in the course of work.
- Ability to learn, follow and apply established office procedures.
- Ability to communicate information in writing so others will understand.
- Ability to effectively listen, understand and communicate verbally with others.
- Punctual and dependable.
- Able to work with minimum supervision.
- Ability to work with diverse groups of people and effectively handle any immediate conflicts or challenges with visitors in the front office, in person and over the telephone.

Supervisory Responsibilities:

There are no supervisory responsibilities in this position.

Qualifications:

- High School diploma or GED.
- One year of relative working experience in an office setting performing clerical duties and contact with the public.
- Equivalent qualifications and skills may be substituted.

Preferred:

- Two years of related clerical experience or training, includes use of computers and office equipment.
- Knowledge of Housing Authority procedures and regulations.

WORKING ENVIRONMENT: The majority of the work is performed in a professional office setting with a wide variety of people in differing functions, personalities and abilities.

PHYSICAL DEMANDS: An individual will be required to work the majority of hours in a general office environment, and will need to be able to quickly respond to a change in work demands. Occasional light lifting (1-25 lbs) is required. [Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions].

REASONABLE ACCOMODATION: It is IRHA's business philosophy and practice to provide reasonable accommodations, according to applicable state and federal laws, to all qualified individuals with physical or mental disabilities.

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.