POSITION SUMMARY

Under supervision of the Director of Leased Housing, performs a wide variety of clerical and general office work to serve as the Housing Choice Voucher (Section 8) Program department receptionist, including responding to telephone and personal inquiries, directing persons to appropriate offices, and assistance with coordination of participant eligibility and annual certification procedures. May provide clerical support to other staff and perform other related work as required. The assistant will provide coverage for coordinating and scheduling annual, initial, special re-inspections, quality control, and project-based inspections with the appropriate landlord and tenant for housing choice vouchers (HCV) for Charleston-Kanawha Housing Authority (CKHA). Prepare and mail inspection and failure reports to the appropriate landlord.

ESSENTIAL FUNCTIONS

The following represents principal responsibilities of the position; however they are not intended to be all inclusive. CKHA reserves the right to change, reassign, or combine job duties at any time and at its discretion.

- Performs general clerical and office work, including typing, word processing, proofreading, filing, checking and recording information;
- Answers the telephone and provides callers with routine information;
- Prepares a variety of materials for reproduction;
- Operates a variety of office machines and equipment, including copy machines, computer equipment, and calculators;
- Composes letters, forms and reports;
- Types materials from verbal directions, rough-drafts or handwritten notes, including records, purchase orders, leases, tenant lists, reports, memoranda, tables, lists and a variety of other documents;
- Assists in the maintenance of a variety of files, documents and materials according to a predetermined classification system; Includes maintenance of alphabetical, numerical, index and cross-reference files;
- Makes arithmetical calculations and posts to statistical records;
- Compile statistical and other data and prepare a variety of reports as assigned;
- Acts as the Administrative Assistant to the Director of Leased Housing, assisting with the tasks and responsibilities of the Director of Leased Housing;
- Schedule and maintain Leased Housing Department Calendar, and ensure general office procedures are coordinated on established time schedules;
- Know and follow the CKHA Administrative Plan, Policies, Office Procedures and HUD regulations. Assist leased housing staff as directed by the Director of Leased Housing;
- Maintain End of Participation and Second File Log;
- Enter New Admissions on New Admission Log;
- Pull EIV reports;
• Maintain the utmost confidentiality of all clientele information.
• Enthusiastically promotes the Chief Executive Officer (CEO)'s priorities for the operations of CKHA.
• Understand and follow directions.
• Keep work area neat and clean in appearance.
• Regular attendance and punctuality is required.
• Perform other duties as assigned.

Inspections
• Issue scheduled unit inspection notices to tenant and landlord/owner regarding type of unit inspection, date and time of inspection through written correspondences by use of CKHA hand-held devices and computerized system, document scheduled unit inspection in CKHA’s computerized system, with forwarding copies of written correspondences to appropriate staff.
• Coordinates with Huntington Housing Authority and CKHA Housing Managers to schedule project based inspections.
• Notify landlord/owner and tenant through written correspondence of deficient unit inspection items needing repair for compliance, evaluate corrected Housing Quality Standards (HQS) deficiencies in accordance to CKHA, House and Urban Development (HUD) HQS and appropriate standards procedures, policies and regulations along with all applicable local, state, and federal residential building codes for occupancy and compliance, forward copies of written correspondences to appropriate management and department staff.
• Receive and transmit a variety of information by telephone from applicants, tenants, and landlords.
• Answer inquiries pertaining to rental assistance, route telephone calls to appropriate Leased Housing staff and/or provide the requested information.
• Receive, sort, copy, and distribute incoming mail according to office procedures.
• Interact with property owners in a professional manner at all times and processes the related necessary documentation within a timely basis.
• Receive complaints and resolve problems if possible or refer to the Occupancy Manager.
• Schedule all inspection books going out to inspectors; enter data into system.
• Enter data into computer system.
• Attend bi-monthly landlord meetings.

WORK PLACE CONDUCT

CKHA’s goal is to develop a friendly, confident work environment. A good working relationship between co-workers, supervisors, and management is an important element in the success of everyone’s career. As a result, CKHA expects employees to be respectful of their co-workers, supervisors, managers, customers, clients, and vendors. Employees are expected to perform their work in a professional and accurate manner. The responsibility for ethical behavior rests with the individuals who work for the Housing Authority. CKHA’s reputation is built upon the acts of each employee. As a result, we expect our employees to be:
• Accurate in their communications, never misrepresenting the facts or shading the truth.
• Honest in promising what can be delivered and dependable in following through on work commitments.
• Display a positive image at all times.
QUALIFICATIONS

Education/Knowledge/Licensure: Requires a high school diploma or equivalent. College or vocational training in secretarial science courses a plus. Requires a valid West Virginia driver's license.

Skills: Ability to understand, interpret and effectively apply Housing and Urban Development Housing Quality Standards regulations and standards. Must be proficient in Microsoft Operating System as well as Microsoft Office applications (Microsoft Word and Excel). Must be able to type and able to enter data. Requires strong skills in effective customer service techniques, organization, concentration, time management, initiative, and attention to detail. Ability to work independently. Must be able to deal with frequent interruptions. Ability to deal effectively with people of diverse ages, economic and cultural backgrounds or possess the ability to successfully work with a variety of populations.

Experience: Minimum of three years of work experience in a business office setting.

The knowledge, skills, and abilities listed above are typically acquired through the levels of education and experience listed. However, any equivalent combination of education and/or experience, which provide an applicant with the listed knowledge, skills, and abilities to perform the essential duties and responsibilities of the job, is acceptable.

Required Special Qualifications: None

WORKING CONDITIONS

Environmental Conditions: General office environment. Work is generally sedentary in nature, but may require standing and walking. The working environment is generally favorable. Lighting and temperature are adequate, and there are no hazardous or unpleasant conditions caused by noise, dust, etc. Work is generally performed within an office environment, with standard office equipment.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit. The employee is required to read, write, hear, and communicate fluently in English. The employee is occasionally required to stand; walk; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Hazards: Work involves frequent contact with angry, upset, or frustrated individuals.

Employee Signature and Date:
I have read this job description, understand it, and am able to perform the essential functions and meet the job requirements of the position. In addition, I have had the opportunity to discuss the job description with my supervisor.
Employee Name (Please Print)

________________________

Employee Signature   Date

________________________

Supervisor Name (Please Print)

________________________

Supervisor Signature   Date

CKHA is an Equal Opportunity Employer
Drug Free Workplace