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Executive Director

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FairfieldHA.org  

Administrative Intake Specialist

Department: Public Housing

Reports To: Public Housing Operational Manager

FLSA Status: NE

Position Summary:

This position is critical in ensuring smooth office operations by assisting the entire team to meet their desired outcomes. Customer service is critical as the Administrative Intake Specialist performs general clerical work and assigned duties pertaining to, and in accordance with, the Agency's occupancy policies and procedures and in accordance with HUD, federal, state, local laws and regulations. The duties listed below illustrate the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

Essential Job Functions:

1. Customer service duties which include answers phones, check voicemails and return calls as needed
2. Explains programs and eligibility requirements to applicants
3. Review, input applications into the software system
4. Takes and processes payments
5. Rent collections and postings as well as any applicable deposits
6. Processing End of Day and balances for the DSOP's
7. Send out notices at the discretion of the Asset Manager relating to late rent notices
8. Monitor drop box and kiosk
9. Day-to-day work order processing includes creating, communicating with maintenance, closing, posting charges, etc. Additionally, monitoring the outstanding work order reports to ensure that all work orders are completed. File and maintain work orders.
10. Pick up and distribute mail to Executive Administrative Assistant
11. Files and retrieves documents as needed
12. Complete daily reports
13. Monitor in office calendar
14. Assist other staff as needed
15. Handles documents on a variety of general, personal, and technical topics of a highly confidential nature and maintains the confidentiality of all such documents and information received by or in possession of the employee
16. Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets

Required education/experience:

- High School Diploma or a certificate of equivalence of High School Achievement (GED) and Minimum two (2) years' experience in the Public Housing/HCV/Affordable Housing/Property

Management or customer service, housing, or social industries. An equivalent combination of education and experience sufficient to fulfill essential position functions.

The following Certifications must be obtained within one (1) year of employment or other allowable period of hire as authorized by the Executive Director or his/her designee:

- Must be certified or obtain PHM certification or Public Housing Specialist
- Must be certified or obtain NSPIRE or equivalent inspection protocol training and/or certification
- Enterprise Income Verification System (EIV) Fair Housing

Supervision:
None

Knowledge and Skills

1. Ability to learn federal, state, and local laws, rules, and regulations and Agency policies and procedures pertaining to public housing as appropriate to position
2. Ability to meet and deal tactfully and courteously with the public
3. Ability to understand and follow moderately complex written and oral instructions, communicate and relate to persons of diverse backgrounds and abilities
4. Ability to make routine decisions in accordance with established administrative rules, regulations, and policies, to explain the application and re-examination process to tenants in an objective and impartial manner
5. Working knowledge of the operation of the Agency's computer system and applicable software
6. Knowledge of basic math principles sufficient to perform essential job functions
7. Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility
8. Ability to use basic office equipment such as telephone, fax, copier, and computer
9. Ability to communicate clearly, concisely, verbally and in writing
10. Ability to establish and maintain an effective working relationship with other employees
11. Ability to deal effectively with situations requiring tact and diplomacy

Other Requirements

Valid Driving License

Ability to be insured under the Authority's vehicle policy

Ability to be covered under the Authority's fidelity bond

Must be able to pass a drug test and criminal background screening

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification. All incumbents may not perform all job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.
