

## **Housing Authority of Columbus, Georgia**

### **Position Description**

**Classification:** Administrative Assistant – Section 8  
**Supervisor:** Voucher Program Operations Manager  
**Effective Date:** August 4, 2016

#### **Position Summary**

Performs difficult and varied secretarial and clerical work, using considerable judgement and initiative in carrying out day to day responsibilities subject to established procedures, practices, and standards. Considerable knowledge of HUD regulations and the Administrative Plan preferred as well as the ability to maintain complex clerical records and prepare accurate concise reports of an extreme confidential nature. Work involves considerable and constant public contact, often under difficult conditions. Work assignments are received verbally and written and are performed under the general supervision of the Voucher Program Operations Manager.

#### **Major Duties and Responsibilities**

1. Acts as an assistant to the Voucher Program Operations Manager and the Lead Inspector, requiring technical knowledge of policies and procedures. Initiates and composes correspondence as needed. Receives and screens telephone calls and assists with callers' requests and concerns. Ability to take and deliver accurate phone messages.
2. Types correspondence, reports, newsletters, and statistical records for conferences and meetings.
3. Conducts interviews, orientations, completes annual, interim, and special re-examination of clients for the Section 8 program, assisting clients in the completion of forms and knowledge to identify the need for the required documents.
4. Verifies submitted information according to Authority policy.
5. Communicates via written and oral correspondence with clients and landlords.
6. Develops and maintains positive rapport with owners, managers, coworkers, and clients, explains program requirements as needed.
7. Prepares rent changes, move-ins, and enters all data into the computer systems.
8. Explains terms of contracts, leases and other Section 8 forms to clients and landlords.
9. Maintains tenant file folders, certification and updating of client information and income.

10. Responsible for setting up appointments with landlords and clients to sign all necessary documentation.
11. Responsible for checking Requests for Tenancy Approval (RTA) forms when they are returned by the client and determining if they have been filled out correctly as well as making sure the client is income eligible for the unit.
12. Archive old files according to Housing Authority Retention Policy.
13. Responsible for promissory note payments for HAPP. Sends correspondence to tenants for non-payment, etc.
14. Ensures all needed documentation is completed for clients requesting transfers.
15. Performs any and all other related duties as required.

### **Required Knowledge and Abilities**

1. Knowledge of business English, grammar, spelling, and arithmetic.
2. Knowledge of and/or the ability to rapidly learn HUD and the Housing Authority of Columbus regulations and administrative policies.
3. Considerable knowledge of interviewing techniques and the principals of office management and of record maintenance.
4. Considerable knowledge of modern office practices, procedures, equipment and of standard clerical procedures.
5. Ability to prepare clear and concise reports and ideas in a clear and concise manner, both written and verbally.
6. Ability to deal courteously and tactfully with the public and to establish and maintain effective working relationships with other employees and management.
7. Ability to plan, organize and follow-up and complete assignments within the time allotted.
8. Ability to understand and follow verbal and written instructions.
9. Ability to maintain complex clerical records and to prepare reports from varied statistical or accounting information.
10. Ability to process multiple client files in various stages of procedure and maintain detailed follow-up on items required to complete files error-free.
11. Ability to initiate work projects and work independently.
12. Ability to remain flexible in accepting further responsibility, learning new processes, and seeking ways to work more efficiently.

### **Physical Requirements**

Level of manual dexterity sufficient to allow for operations of a computer, terminal keyboard, telephone, facsimile machine, calculator, etc., and all other office machines. Ability to move, handle or lift small objects around desk area, i.e., files, computer printouts, calculators, pencils, legal pads, etc. Ability to lift and carry up to 15 lbs. and file while standing, bending or stooping in order to reach multi-level file drawers.

### **Minimum Education, Training, and/or Experience**

High school or GED graduate, with college or vocational school training preferred supplemented by courses in business practices. A minimum of five years' experience in progressively responsible office administration and clerical work is a must. A combination of education, training and work experience to meet the required knowledge, skillset, and abilities required of this position. Must be proficient in Microsoft Office, to include Excel spreadsheet applications. Must have considerable experience with multiple computer programs.

### **Special Requirements**

1. Possession of a valid State of Georgia or Alabama Class I motor vehicle operator's license.
2. Must be insurable by Authority's insurance carrier.
3. Must be able to successfully pass a drug and alcohol screening. HACG maintains a Drug Free Workplace.