

**HOUSING SERVICES ASSISTANT- ADMINISTRATIVE CLERK)**  
**(Salary range: \$18,000-\$26,000)**

**POSITION SUMMARY:**

Under the direction of the Quality Control/HCV Coordinator, this position is responsible for assisting in the processing of Housing Choice Voucher (HCV)/ Section 8 admissions and recertifications and performs a variety of technical and clerical tasks relative to assigned area of responsibility. Major duties may consist of some or all of the listed responsibilities, dependent on the needs of the HCV Department.

**MINIMUM REQUIREMENTS/QUALIFICATIONS:**

Knowledge of HUD and federal regulations as it relates to the Housing Choice Voucher/Section 8 Program, to include HUD forms, policies and procedures. Knowledge of the laws, rules, regulations, policies, and procedures relative to the management of HCV Program to include, eligibility requirements.

Interested applicants must submit a cover letter of interest and resume to [Jobs05@ H AFC.org](mailto:Jobs05@H AFC.org). Position is open until filled.!

A full position description is available on the Agency website [www.hafc.org](http://www.hafc.org).

Position Description

**JOB TITLE:** HOUSING SERVICES ASSISTANT- ADMINISTRATIVE CLERK)  
(Salary range: \$18,000-\$26,000)

**REPORTS TO:** QUALITY CONTROL/HCV COORDINATOR

**DEPT. /DIVISION:** RESIDENT SERVICES/HOUSING CHOICE VOUCHER

**FLSA STATUS:** NON-EXEMPT

POSITION SUMMARY:

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MAJOR DUTIES AND RESPONSIBILITIES:

1. Assists in processing and may process clients for HCV/Section 8 admissions and annual or interim recertifications, including accepting applications, securing third party verifications of income, assets and other eligibility criteria; prepare and mail correspondence; retrieve and secure missing documents from clients. Sets up paperwork for annual recertifications. May be required to calculate total tenant payment.
2. Assists the Occupancy Specialists in the group briefings with the program applicants and participants.
3. Conduct move-in briefings for portability and current program participants.
4. Provide daily relief of staff in reception area to answer and direct telephone calls; greet and direct clients entering the office.
5. Performs a variety of clerical tasks; maintain participant filing systems, including purging files for storage and destruction as needed.
6. Responds to, resolves or directs inquiries and complaints from clients or citizens.
7. Assembles briefing materials for Housing Choice Voucher families.
8. Performs other related works as assigned.

**QUALIFICATIONS:**

Graduation from an accredited high school or GED equivalency, supplemented by college level courses, with minimum one (1) year experience in public or private housing management operations.

**LICENSURE OR CERTIFICATION REQUIREMENTS:**

Ability to obtain professional certification(s) if requested by HAFC within first 4-6 months of employment and as necessary to complete job functions.

**EQUIPMENT OPERATED:**

The following are examples only and are not intended to be all inclusive.

Computer, fax, copier, telephone, and other standard business office equipment.

**SPECIAL REQUIREMENTS:**

1. Possession of valid State of Georgia driver's license.
2. Ability to be covered under the Housing Authority's fidelity bond.
3. Ability to be insured by Agency's vehicle insurance carrier.

**ACKNOWLEDGEMENT:**

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

\_\_\_\_\_

Print Name

\_\_\_\_\_

Signature

\_\_\_\_\_

Date

## **Position Title: Housing Services Assistant- Administrative Clerk**

### **CORE COMPETENCIES AND QUALIFICATIONS**

To perform this job successfully, an individual should demonstrate the following competencies:

**Commitment:** Sets high standards of performance; pursues aggressive and realistic goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition. This skill is characterized by the following types of behaviors:

- Takes initiative to make things happen
- Maintains positive “can-do” attitude; successfully meets or exceeds goals
- Demonstrates dedication to and understanding of the mission of the organization
- Takes ownership of issues and problems, even when originating in other areas
- Consistently demonstrates effort to meet and exceed internal/external client expectations
- Overcomes obstacles to complete projects/tasks successfully
- Continuously improves own performance standards and results
- Makes specific changes in work processes to improve performance
- Learns and applies new information quickly

**Customer Service:** Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers. This skill is characterized by the following types of behaviors:

- Treats customers with courtesy and concern; responds promptly, professionally and politely
- Anticipates what customer wants, and works to provide it
- Initiates action/response to customer complaint/inquiry
- Responds in a timely, effective manner, even if just following-up
- Considers every customer interaction as important
- Always delivers on customer commitments; measures performance
- Translates customer information to others in the organization with a need to know
- Ensures that services delivered address the customer's needs

**Effective Communication:** Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively. This skill is characterized by the following types of behaviors:

- Willingly shares information
- Recognizes important information and ensures that others that need to know are informed
- Clearly and concisely expresses ideas and concepts orally and in writing
- Listens openly and non-judgmentally
- Expresses disagreement tactfully and sensitively

- Summarizes input, then checks for understanding
- Listens without interrupting
- Uses correct grammar, spelling and punctuation
- Ensures information is accurate

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work. This skill is characterized by the following types of behaviors:

- Will not ignore a problem, even if it is not one's direct responsibility
- Anticipates and acts to avoid a future problem
- Reacts quickly and positively to customer and co-worker inquiries
- Puts the highest priority on accomplishing objectives
- Takes responsibility for one's own actions
- Ensures fair share of work is completed
- Appropriately shares credit for work and ideas with co-workers

**QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Language Skills** - Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

**Mathematical Skills** - Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

**Reasoning Ability** - Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

**Computer Skills** - To perform this job successfully, an individual should have knowledge of spreadsheet software Excel, word processing software MS Word and knowledge of Tenmast software for designated area of responsibility.

**ACKNOWLEDGEMENT:**

This acknowledgement serves as my understanding of core competencies and requirements for this position. My signature below signifies that I have reviewed and understand the contents of expected competencies and behaviors for this position to which I will be held accountable for.

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Employee Printed Name

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Employee Signature

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Date