

# BILOXI HOUSING AUTHORITY

## Position Description

Classification: **Administrative Assistant – HCV/Intake**

Supervisor: **Lead HCV Case Manager/Supervisor**

Department: **Housing Choice Voucher**

Status: **Non-Exempt** Pay Grade/Range:

---

---

### Summary

The primary purpose of this position is to provide administrative support to the Housing Choice Voucher (HCV) Department and to provide front-line customer service to HCV participants. The incumbent assists with HCV Intake responsibilities and receives phone calls and in-person inquiries from housing applicants to the HCV office.

All activities must support the Biloxi Housing Authority (“BHA” or “Authority”) mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

The following is a listing of the key duties and responsibilities of this position, and the skills, experience and knowledge required for the employee in this position. The listed duties should not be considered as a complete listing of all the work requirements, but a representative listing of the key duties of the position. Additional tasks to those listed below may be required, and individuals holding this position may be required to work in other areas of the housing authority to equalize or balance the workload, cover absences, or for other business needs of the Authority.

1. Maintains positive resident communications and relations, including answering phone calls and receiving walk-in visitors to office; receives and responds to inquiries (telephone and in-person) from applicants, residents, landlords, and community organizations when appropriate.
2. Provides clerical and administrative support, including recordkeeping, document generation, data tracking, follow-up, mailing and filing as assigned. Ensures that assigned work is completed accurately and in a timely manner; responds to requests in a prompt and courteous manner; identifies administrative needs and develops appropriate solutions and/or recommendations; serves as back-up for other administrative and clerical staff as assigned.
3. Greets and directs visitors to appropriate personnel.

# BILOXI HOUSING AUTHORITY

## Position Description

4. Maintains departmental files. Enters and retrieves data from filing system, ensuring accuracy and completeness of information.
5. Schedules appointments with applicants from wait list.
6. Interviews prospective residents to explain rules, rent procedures, and lease agreements with incoming residents; provides information to residents regarding Authority programs and community agencies.
7. Enters and maintains information regarding initial applications, offers, cancellations, move-ins, transfers, new leases, and housed applicants using the Authority's computer programs, ensuring data is tracked accurately.
8. Receives and reviews applications for Housing Choice Voucher program. Assists applicants in the completion of forms and identification of required documentation. Verifies all information submitted.
9. Completes income calculation worksheet for applicants.
10. Assists applicants with the preparation of forms and the identification of required documentation. Ensures adequate supply of forms are available for housing applicants.
11. Coordinates with Property Managers to arrange unit showings and lease documentation.
12. Assists with intake, interviewing prospective residents and recording data as required.
13. Other related duties as assigned.

## Required Knowledge, Skills and Abilities

1. Knowledge of the general operations and procedures of a medium-sized office.
2. General knowledge of the purposes, policies, and regulations of a Public Housing Agency (PHA) is preferred.
3. Knowledge of and ability to operate office equipment, especially the use of computers for word processing and spreadsheet applications.
4. Familiarity with multi-line business telephone equipment usage and procedures. Experience in handling multiple calls and visitors, and the use of message retrieval systems and transmission.

# BILOXI HOUSING AUTHORITY

## Position Description

5. Demonstrated ability to accurately and rapidly compose effective correspondence, to make moderately complex computations accurately.
6. Ability to present ideas in a clear and concise manner, in English, both orally and in writing.
7. Demonstrated knowledge of business English, spelling, punctuation and grammar; fluent speaking. Fluency in the Vietnamese language is desired.
8. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, customers, HUD; and local, state, and federal officials; Demonstrated ability to communicate with people from a broad range of socio-economic backgrounds.

## Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries, and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

# BILOXI HOUSING AUTHORITY

## Position Description

### Supervision

The employee receives instructions from the Director of Special Projects. Courses of action, deadlines, and priorities are established by established HUD or BHA procedures or supervisor. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Complex problems or situations not covered by instructions are usually referred to the supervisor. The employee's work is reviewed regularly for accuracy, completion, and compliance with policies and procedures.

### Minimum Education and/or Experience

1. Associate's degree in business management or related field and at least two (2) years of administrative or clerical experience, preferably relating to property management.
2. Any equivalent combination of education, training, and experience, which, in the sole determination of the Housing Authority, provides the required knowledge and abilities, may be considered sufficient.

### Language Skills

Ability to read, analyze, and interpret general business periodicals and technical procedures. Ability to communicate clearly and concisely, both verbally and in writing. Ability to understand and follow verbal and written instructions. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### Mathematical Skills

Must demonstrate proficiency in basic business math. Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.

### Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### Special Requirements

1. Must possess a valid Mississippi driver's license, have reliable transportation and insurable under BHA's automobile insurance plan.
2. Criminal background checks will be performed on all applicants.

**BILOXI HOUSING AUTHORITY**

**Position Description**

- 3. Demonstrated proficiency at *Microsoft Word* at the intermediate level and *Microsoft Excel* at the introductory level.

**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 primarily stationary, but is regularly required to move throughout the office. The ability to move, transport, or position small objects around the office, such as books, binders, files, documents, and supplies is required. The employee must be able to exchange information in person, in writing, and via telephone. The employee must be able to operate a computer and standard office machinery.

**Working Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the office work environment is moderate.

**Read and Acknowledged**

\_\_\_\_\_  
**Employee Signature** \_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Employee Name [printed]**