

## BROWARD COUNTY HOUSING AUTHORITY JOB DESCRIPTION

### Program Assistant

<b>Department/Unit:</b>	<b>Assisted Housing</b>	<b>Pay Grade:</b>	<b>4</b>
-------------------------	-------------------------	-------------------	----------

**Job Summary:** Performs routine administrative and diversified clerical and data entry work in support of the various activities of the Assisted Housing Division and/or Inspections Department.

**Responsibilities:**

1. Assists with termination files which include letters, review and documentation of closed cases and appeals tracking.
2. Monitors repayment agreements on a monthly basis.
3. Maintains Special Program records and other Special Program related duties.
4. Acts as liaison for participant and landlords which includes assistance with landlord workshops and orientations.
5. Provides clerical assistance to the assigned lead as well as Assisted Housing Managers and Inspection Supervisor.
6. Pulls and prepares files for annual SPC monitoring, public records, requests, Agency Internal Audit, and other audits/monitoring as deemed necessary.
7. Preps for webinars, training, etc.
8. Provides support and clerical assistance to Assigned team members in Occupancy, Inspections, and Intake.
9. Monitors HAP and waitlist phone lines and responds to inquiries from the general public.
10. Maintains bad debt section of Enterprise Income Verification System and assists in pulling monthly reports for management review.
11. Provides back-up coverage for front desk and mailroom as needed.

*The items listed above are intended to provide an overview of the essential functions of the job. This is not an exhaustive list of all functions and responsibilities that the position may be required to provide.*

<b>Job Location:</b>	Central Office	<b>Education:</b>	High school diploma or GED.
<b>Supervisory:</b>	No	<b>Years of Experience:</b>	Minimum one (1) year of experience working in a high-volume service environment with some experience in direct customer contact.
<b>Employment Status:</b>	Hourly, Full-Time	<b>Employment Type:</b>	Employee
<b>Annual Pay Range:</b>	\$27-877-\$44,603	<b>Reports To:</b>	Special Programs Manager or Team Lead
<b>Number of Positions:</b>	3	<b>Cost Allocation:</b>	Assisted Housing
<b>EEO Code:</b>	Administrative Support Worker	<b>Licenses/Certifications:</b>	Valid Florida Driver's License.

**Competencies:**

- Excellent customer service skills and the ability to connect with diverse personalities and backgrounds.
- Ability to operate various office equipment including fax machine, copier, and phone system.
- Basic to intermediate data entry skills.
- Basic mathematical skills which would usually be obtained through a high school education or equivalent.
- Ability to communicate effectively through verbal and in written means in e-mails, letters, reports, memos, and personal meetings.
- Bi-lingual communication skills preferred.
- Basic skills in the use of personal computers and various software including Microsoft Office (Word, Excel, Outlook).

<b>Physical Demands:</b>	<ul style="list-style-type: none"> <li>• Regular standing, walking, sitting; using hands to finger, handle, or feel objects, tools or controls; reaching with hands and arms; climbing stairs; balancing; stooping, kneeling, crouching or crawling; talking or hearing; occasionally lifting and/or moving up to 25 pounds.</li> <li>• Close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus;</li> <li>• The noise level in the work environment is usually quiet to moderate.</li> </ul>
--------------------------	--

<b>Approval Date:</b>	8/30/16	<b>Approved By:</b>	Nivia Roldan, VP Assisted Housing
<b>HR Last Update:</b>	8/30/16	<b>Updated By:</b>	Roy Lantz, VP HR/Risk Management

My signature below indicates that I have received a copy of this Job Description, have reviewed the contents, understand the job requirements, and can perform the essential job functions with or without reasonable accommodations.

\_\_\_\_\_

Employee Signature

\_\_\_\_/\_\_\_\_/\_\_\_\_

Date