

Position Description

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Job Title:	Program Assistant
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Department: Assisted Housing

Pay Grade: 4

FLSA Status: Non-Exempt

JOB SUMMARY

This position is responsible for performing routine administrative and diversified clerical and data entry work in support of the various activities of the Assisted Housing Division and/or Inspections Department, including answering calls and/or questions from landlords and the participants and providing answers. The Program Assistant is also responsible for assisting with processing Interim changes, issuing voucher/moving packets, and rent increases.

ESSENTIAL JOB FUNCTIONS:

- Assists with termination files which include letters, review and documentation of closed cases, filing, appeals tracking and records purge in accordance with the Records Retention schedule.
- Acts as liaison for participants and landlords which includes assistance with landlord workshops and orientations.
- Provides clerical assistance to the assigned Supervisor as well as Assisted Housing Directors and Inspection Supervisor.
- Pulls and prepares files for annual Shelter Plus Care (SPC) monitoring, public records requests, Agency Internal Audit, and other audits/monitoring as deemed necessary.
- Prepares materials and equipment for webinars, training, etc.
- Provides support and clerical assistance to Assigned team members in Occupancy, Inspections, and Intake.
- Monitors Housing Assistance Payment (HAP) and waitlist phone lines and responds to inquiries from the general public.
- Assists front desk with processing incoming/outgoing mail, updating postage machines and troubleshooting issues with equipment.
- Communicates by phone, email, and/or fax regarding appointments, documents and payments as needed.
- Orders office supplies and manages supplies and inventory/delivery.
- Performs other related duties as assigned.

MINIMUM REQUIREMENTS:

High School diploma or equivalent, and one (1) year of related experience working in a high-volume service environment with some experience in direct customer contact; or equivalent training, education, and/or experience.

LICENSES OR CERTIFICATIONS:

Valid Florida Driver’s License.

Knowledge, Skills and Abilities:

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

PHYSICAL DEMANDS:

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. The work also involves 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. Work requires close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus. The noise level in the work environment is usually quiet to moderate.

WORK ENVIRONMENT:

Work is typically performed in an office environment.

Broward County Housing Authority has the right to revise this position description at any time, and does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date