



Leased Housing Admin Assistant Job Posting

Job Overview

The leased Housing Admin Assistant will play a crucial role in supporting the management of our subsidized rental housing programs administered by the GHA by managing various administrative tasks and providing exceptional customer service. This position requires strong attention to detail, effective communication skills, and the ability to work collaboratively in a fast-paced environment. The individual will regularly provide support to the Director of Leased Housing and serve as backup support as required during staff absences at the agency. General Office administration and other clerical tasks, including but not limited to: front customer service; courteously making and responding to telephone calls and email contacts; filing, file organization and administration; copying; faxing; scanning; ordering and cataloguing supplies and other inventory; assisting program staff as needed; and other general office duties as assigned by the Director of Leased Housing.

Essential Functions

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Communicate with Section 8 voucher-holders and landlords in order to obtain necessary verification for completion of annual and interim income reviews.
- Act as a point-of-contact for Section 8 tenants, and communicate/negotiate with landlords as needed.
- Become and remain familiar with laws, regulations, policies and procedures pertaining to state and federally funded rental assistance programs administered by Greenfield Housing Authority.
- Performing income, asset and deduction calculations to complete annual and interim tenant income reviews.
- Provide guidance on Fair Housing regulations and assist clients in understanding their rights and responsibilities.
- This individual will regularly provide support to the Director of Leased Housing and serve as backup support as required during staff absences at the agency.
- Assist with data entry and maintains accurate and efficient records of voucher holder and landlord files.
- Contributing to Team goals by successfully completing assigned tasks.
- Performs other duties as required.

Education, Training and Experience





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- Prior housing administration knowledge is strongly preferred. This position requires independent thinking, discretion, and assuring client confidentiality and personal data. Ability to quickly become proficient with standard industry software is required.
 - High School Diploma or equivalent required. Post high school education or training preferred. A minimum of Two years' experience in a professional office setting is preferred.
 - Experience working with affordable housing programs and with diverse socio-economic populations is preferred.
 - Bilingual language skills are preferred.
 - Valid Massachusetts Driver's License is required. Position requires ability to be bonded and insured.
 - *Ability:* Ability to plan, organize, and collaborate with others. Ability to communicate effectively. Ability to establish and maintain effective working relationships with all customers. Ability to recognize department priorities and work cooperatively to support their accomplishment. Ability to maintain confidentiality. Ability to follow oral and written instructions. Ability to demonstrate high levels of motivation, independence, and task-orientation behaviors. Ability to demonstrate creativity. Ability to prioritize and work with multiple projects in a fast-paced environment. Ability to operate a computer and proficient in the use of MS Office Suite and database applications.
 - *Skills:* Proficient presentation skills. Proficient problem-solving skills. Excellent analytical skills. Excellent customer service and organization skills. Excellent written and verbal communication skills. Proficient computer skills and MS Office Suite applications including Word, Excel, Access, Publisher, PowerPoint, and other similar PC software.

If you are organized, task oriented, and passionate about helping individuals and families finding and maintaining affordable housing, we encourage you to apply for this rewarding opportunity as a Leased Housing Admin Assistant.

Pay: \$40,000.00 - \$45,000.00 per year

How to Apply: Please submit resume to Jodi Clough at jodi@greenfieldhousing.org

