

**CAMPBELL COUNTY FISCAL COURT
POSITION DESCRIPTION**



Position Title:	Administrative Assistant - Housing
Department:	Housing Department
Reports To:	Deputy Director - Housing
FLSA Status:	Non-Exempt, Hourly
Employment Status:	Full Time – 70 hours Bi-weekly
Pay Grade:	3

SUMMARY:

The Administrative Assistant is responsible for providing administrative and clerical support to the Housing Department and in support of the programs administered by the department.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES: includes, but are not limited to:

- Provides professional customer service to clients by answering program related questions in-person or over the phone and routing them to appropriate staff when necessary;
- Assists clients in obtaining and completing appropriate documentation including pre-application forms when needed;
- Reviews residency preferences of initial housing applications;
- Receives, copies and disperses to staff various forms, information and correspondence related to applicants, participants and owners;
- Routes incoming mail, prepares outgoing mail and correspondence, including e-mail and faxes;
- Prepares technical and complex correspondence, HUD required forms/reports including contracts;
- Prepares correspondence to applicants, participants and owners and maintains telephone and mailing lists;
- Notifies ineligible applicants of terms and conditions of eligibility and informal review guidelines;
- Assists in scheduling of initial and recertification appointments, housing inspections and other meetings;
- Manages intake and tracking of retroactive rental payments, reports information electronically as required;
- Compiles and provides statistical data related to program activities;
- Maintains forms library, orientation packets, landlord information, and miscellaneous program information;
- Obtains criminal history records electronically or as necessary, tracks court dockets, sex-offender registries, and initial statistic records;
- Maintains various program lists such as prospective HCV property owners, available housing, and participant waiting lists;
- Assists in preparation of agency forms and orders for HUD furnished forms;
- Tracks, documents, computes incoming and outgoing petty cash, prepares purchase orders, and maintains office supplies;
- Composes and distributes landlord and tenant newsletters;
- Assists in maintaining current databases of landlords, clients and rent reasonableness information;
- Primary contact for landlords and technical support regarding the landlord access database;
- Assists in maintaining and updating webpage; primary contact for IT regarding general forms and information on webpage; and
- Assumes duties/responsibilities of coworkers and performs other duties as assigned.

QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES):

- Strong customer service skills with the ability to interact effectively with various members of the public;
- Ability to interact tactfully and maintain effective working relationships with peers and customers;
- Knowledge of general office administration techniques and strong organizational skills;
- Knowledge in the use of general office equipment and computer programs such as Microsoft Word, Outlook, and Excel;
- Excellent typing skills;
- Strong attention to detail including intermediate mathematical and proofreading skills; and
- Ability and willingness to maintain strict confidentiality.

EDUCATION AND EXPERIENCE:

High School Diploma or equivalent plus two years direct office or administrative experience; or any equivalent combination of education and experience.

My signature below signifies that I have reviewed and understand the contents of the position description. I am aware of the requirements of the position, and will perform to the best of my ability, the job duties and requirements specified in this position description.

Employee Signature

Date

Supervisor Signature

Date