Job Posting

Position: Administrative Support Specialist

Summary: The Biloxi Housing Authority ("BHA") is seeking an experienced Administrative Support Specialist to join our team! The primary purpose of this position is to perform a variety of tasks by providing clerical assistance in order to support the day-to-day business of Authority operated properties and departments.

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

Required Education and Experience:

- High school diploma or general education degree (GED) required, some college coursework preferred.
- Two (2) years of clerical administrative experience, preferably relating to property management.
- Any equivalent combination of education, training, and experience which, in the sole determination of the Housing Authority, provides the required knowledge and abilities.

Duties and Responsibilities:

- Greets housing residents, applicants and the public with professional courtesy, tact, and respect; receives and responds to inquiries (telephone and in-person) from applicants, residents, landlords, and community organizations when appropriate.
- Shows vacant units to applicants and provides applicants with information about the apartment, community, amenities and other information.
- Provides customer service to residents, answers incoming calls from the general public, and responds to inquiries regarding housing status and program information.
- Schedules and assists with conducting re-certifications; prepares and processes required forms; ensures accuracy of client's information; updates records with new information; prepares reports related to completed recertification.
- Assists in preparation for compliance review-related functions, such as preparing annual certification packets, conducting face-to-face certification reviews, locating missing records, auditing resident files, or assisting in preparing eviction notices.

- Generates, reviews and sends a variety of letters, forms and reports; proofreads documents to ensure consistency in formatting and proper grammatical usage; duplicates, collates, and prepares correspondence for distribution; maintains all files for assigned site.

- Receives, sorts, and distributes mail in a timely and accurate manner.

- Maintains a supply of various forms and flyers for residents and the general public; receives, sorts, and distributes incoming/outgoing correspondences and mail in a timely and accurate manner; maintains and fulfills supply needs by checking stock to determine inventory levels.

- Assists Community Manager by researching and obtaining necessary documentation or data when requested; completes special projects related to housing management activities as needed.

- Provides clerical and administrative support to the Finance Department, including telephoning, mailing, filing and basic data entry as assigned.

- Assists other departments as requested.

- Other related duties as assigned.

Benefits and Compensation:

BHA offers a comprehensive and competitive benefits package. The annual salary range for this position is $33,900 - $45,700. Salary is commensurate with experience and qualifications.

Location: Biloxi, MS

BILOXI HOUSING AUTHORITY

Position Description

Classification: **Administrative Support Specialist**

Supervisor: **Director of Housing Operations**

Department: **Administration**

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

Summary

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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. Greets housing residents, applicants and the public with professional courtesy, tact, and respect; receives and responds to inquiries (telephone and in-person) from applicants, residents, landlords, and community organizations when appropriate.

2. Shows vacant units to applicants and provides applicants with information about the apartment, community, amenities and other information.

3. Provides customer service to residents, answers incoming calls from the general public, and responds to inquiries regarding housing status and program information.

4. Schedules and assists with conducting re-certifications; prepares and processes required forms; ensures accuracy of client's information; updates records with new information; prepares reports related to completed recertification.

5. Assists in preparation for compliance review-related functions, such as preparing annual certification packets, conducting face-to-face certification reviews, locating missing records, auditing resident files, or assisting in preparing eviction notices.

6. Generates, reviews and sends a variety of letters, forms and reports; proofreads documents to ensure consistency in formatting and proper grammatical usage; duplicates, collates, and prepares correspondence for distribution; maintains all files for assigned site.

7. Receives, sorts, and distributes mail in a timely and accurate manner.

8. Maintains a supply of various forms and flyers for residents and the general public; receives, sorts, and distributes incoming/outgoing correspondences and mail in a timely and accurate manner; maintains and fulfills supply needs by checking stock to determine inventory levels.

9. Assists Community Manager by researching and obtaining necessary documentation or data when requested; completes special projects related to housing management activities as needed.

10. Provides clerical and administrative support to the Finance Department, including telephoning, mailing, filing and basic data entry as assigned.

11. Assists other departments as requested.

12. 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. Ability to maintain confidentiality, multi-task, prioritized, and resolve problems.

4. Knowledge of and ability to operate office equipment, especially the use of computers for word processing and spreadsheet applications.

5. 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.

6. Demonstrated ability to accurately and rapidly compose effective correspondence, to make moderately complex computations accurately.

7. Ability to present ideas in a clear and concise manner, in English, both orally and in writing.

8. Demonstrated knowledge of business English, spelling, punctuation and grammar; fluent speaking. Fluency in the Vietnamese language is desired.

9. Ability to successfully work on tasks in a detailed approach.

10. 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.

Supervision

The employee receives instructions from his or her assigned supervisor, or supervisor providing task. 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. High school diploma or general education degree (GED) required, some college coursework preferred.

2. Two (2) years of clerical administrative 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, including housing management software.

Special Requirements

1. Must possess a valid driver's license, have reliable transportation and insurable under BHA's automobile insurance plan.

2. Criminal background checks will be performed on all applicants.

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 and property. The ability to move, transport, or position small objects around the office, such as books, binders, files, documents, and supplies is required. Daily movements include moving about the properties and attending onsite meetings with applicants and residents. 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. The employee must occasionally transport up to 25 pounds.

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.

Position generally works on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position is required to work with the public, including Authority residents.

Read and Acknowledged

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Employee Signature **Date**

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Employee Name [printed]