



COMMUNITY SERVICE PROGRAMS OF WEST ALABAMA, INC.

ADMINISTRATIVE OFFICE

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Human Resources

www.cspwal.com

Cynthia W. Burton

Executive Director

September 18, 2018

JOB ANNOUNCEMENT

Title: Administrative Assistant – Housing Resources

Location(s): Tuscaloosa County

Employment Classification: Regular full-time, non-exempt, non-safety-sensitive

Summary of the Position: See Attached Job Description

Qualifications of the Position: See Attached Job Description

Duties and Responsibilities: See Attached Job Description

Salary and Application Procedures: This is a Grade Level IV position on the CSP Salary Scale with a salary range of \$12.09 - \$18.62 per hour. Current employees may apply by submitting a letter of interest along with an updated employment application. Other interested applicants may apply by submitting a completed employment application obtained from the website at www.cspwal.com or by contacting the Human Resources department of CSP at (205) 752-5429 to request an application. Completed and signed applications may be submitted in person, by mail or scanned and emailed to employment@cspwal.com.

Deadline to apply: Tuesday, October 9, 2018 at 5:00 p.m.

Community Service Programs of West Alabama, Inc. is an equal opportunity employer that does not discriminate on the basis of race, religion, gender, handicap status, age, or national origin. CSP maintains a Drug Free Workplace Policy and the applicant is subject to pre-employment and random alcohol and drug testing. CSP operates a licensed children's facility and applicants will be subject to criminal history background checks. CSP is an E-verify Employer. **EOE AA M/F/Vet/Disability.** All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity or national origin.

Community Service Programs of West Alabama

Job Description

Job Title: Administrative Assistant - Housing Resources

Division/Department: Housing Programs Office

Reporting Relationship: Property, Asset and Resident Services Manager/Housing Counseling Supervisor

Location of Job: CSP Housing Programs Office

Employment Classification: Regular full-time, non-exempt, non-safety-sensitive

Work Schedule: M-Th 7:45 a.m. – 5:45 p.m.; F 8:00 a.m.-12:00 noon

Grade/Salary: Grade IV – Level 1 – 12; Range \$12.09 - \$18.62

Summary of Duties and Responsibilities

The Administrative Assistant, Housing Resources is responsible for providing support functions to the Property Management and Housing Counseling Departments. The position requires initiative, good decision-making, confidentiality, adherence to policies and procedures, and establishment and maintenance of good public relations. The work includes, but is not limited to, serving as receptionist to the Housing Programs Office, typing, filing, data entry, and preparing various reports and publications as directed by Supervisors; The incumbent must follow federal, state, local and agency policies and procedures.

Essential Functions:

General Office Support Functions:

- Greet visitors and provide information, instruction and referrals.
- Receive and direct phone calls, provide information and refer callers.
- Maintain an accurate referral log.
- Prepare correspondence, memos, and other written materials as directed.
- Input data, maintain and audit filing and information systems, and query program management and productivity software databases.
- Duplicate and distribute materials as required.
- Assist in preparation of various reports.
- Conduct intake and complete intake documentation on all clients.
- Prepare purchase order requests for supplies, goods and services; and place orders.
- Keep supervisors informed of activities and progress of work related to each program.

- Process in-coming and out-going mail.

Property Management Support Functions:

- Assist clients in understanding and completing Fair Housing-compliant rental applications.
- Conduct pre-rent apartment inspections.
- Review timesheets and work logs for accuracy prior to submission to the Property, Asset and Resident Services Manager.
- Enter and close out work orders.
- Complete rental eligibility certifications.
- Perform charge monthly rents function in Yardy Classic software.
- Request voucher payments.
- Conduct rent collections calls and bad debt collections processes.
- Communicate lease rules to tenants.
- Assist with other facilities and asset management functions, as directed.

Resident Services Support Functions:

- Proactively assist residents in resolving obstacles to maintaining safe housing and financial stability.
- Link individuals to programs as indicated by intake data.
- Conduct community building and community engagement activities with residents.

Housing Counseling Support Functions:

- Maintain a list of service agencies and organizations located in the area, know the types of services they provide and refer clients appropriately.
- Maintain accurate records of outreach, referrals, and client participation.
- Assist in preparing and processing monthly Homebuyer Club mailout.
- Attend staff meetings, other meetings and training activities as required.
- Conduct system intake for home ownership readiness and other group education programs, including file creation, scanning and uploading data into program software.
- Conduct communications and marketing activities and applicant follow-up.
- Facilitate client progress from Initial Contact to Family Profile Completion to Intake.
- Coordinate follow up on next-step rosters related to Financial Fitness, Credit Building, Rental Readiness, and Homebuyer Club programming.
- Assist Rental Readiness clients with housing searches.
- Enter data into program and award files for direct rental/mortgage assistance programs.

Qualifications: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Education and Experience:

- Some post-secondary education.
- Documented administrative experience to include data entry and reporting; customer service; and following defined policy and procedures, data entry protocols, and filing protocols.
- Prefer property management experience in HUD/LIHTC environment.

Certificates, Licenses, Registrations:

- Valid Alabama driver's license with liability insurance.
- Serviceable automobile.

Language Skills:

- Ability to communicate to diverse populations.
- Ability to effectively present information to program participants, visitors, vendors, etc. with exceptional customer service skills.
- Ability to communicate in large and small group settings.
- Ability to communicate in a polite, pleasant, tactful and grammatically correct manner, even under trying circumstances.

Mathematical Skills:

- Ability to compute simple math such as addition, subtraction, multiplication and division.

Reasoning Ability:

- Ability to analyze problems confronted by program participants.
- Ability to define problems and draw valid conclusions.
- Ability to determine when to report issues to supervisors.

Other Skills and Abilities:

- Ability to multi-task in a busy, public work environment with many distractions.
- Solid working knowledge of current productivity software.
- Ability to utilize various program management software to perform data entry, and maintain and query databases.
- Ability to read and comprehend Property Management Policy and Procedure Manuals, training materials and HUD/LIHTC regulations.
- Ability to work independently with minimal supervision.
- Ability to maintain accurate filing systems.
- Proficient in spelling, punctuation and written sentence structure.
- Ability to utilize standard office equipment.
- Regular and predictable attendance.
- Ability to develop effective working relationships with staff members and program participants.
- Ability to gain solid working knowledge of CSP programs and services.
- Sensitivity to multi-racial and multi-cultural issues.

Administrative Assistant/Office Manager – Supportive Services

Job Description

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- Ability to develop working rapport quickly and easily.
- Ability to contribute to a positive teamwork environment.

Physical Demands: *The physical demands listed 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 duties and responsibilities previously mentioned.*

While performing the duties of this job, the employee is routinely required to sit, talk, and hear. The employee is regularly required to stand and walk. Extensive data entry and use of computer monitors is required and extended periods on the phone is customary. Multiple demands from several people are frequently required of the employee. The ability to write, read, listen, and speak is required of this employee.

Work 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 to perform the essential functions.*

The noise level is variable in the work environment. Work is performed indoors and outdoors. The employee is expected to operate a computer, telephone and personal automobile.

The information contained in the job description is for compliance with the American with Disabilities Act (ADA) and is not an exhaustive list of the duties performed for this position. Additional duties may be assigned by the supervisor.

REV. 04-28-2014

REV. 05-16-2014

Reviewed by Board of Directors 12/3/2015

Reviewed by Board of Directors 01.19.2017

Revised 08.22.2017

Reviewed by Board of Directors 09.21.2017

Reviewed by Board of Directors 03.15.2018

REV. 08.22.2018