

**KNOX COUNTY HOUSING AUTHORITY
POSITION DESCRIPTION**

TITLE: ADMINISTRATIVE SUPPORT SPECIALIST - AHP

STATUS: EXEMPT

REVISED: 10/06/2020

SALARY: \$24,000.00 – \$30,000.00 Commensurate with Experience

REPORTS TO: Property Manager

JOB SUMMARY:

The Administrative Support Specialist - AHP position provides prompt, courteous, and reliable receptionist duties, greeting visitors and the public; answers and screens phone calls; obtains information from visitors to properly transfer or re-route to the appropriate staff and/or department; provides general office support activities including processing incoming and outgoing mail, word processing and data entry, records management and filing; supports occupancy and leasing functions of assigned properties including employment verifications, landlord verifications, income eligibility determinations, lease preparation; performs related work as required. The Specialist shall have overall responsibility for assisting the Property Manager with administrative functions as assigned and provide clerical and program-specific functions for the Affordable Housing Preservation (AHP) programs at assigned locations

EXPECTATIONS:

It is essential that the Administrative Support Specialist function at a high level of administrative efficiency and effectiveness. The position must demonstrate working knowledge of the AHP Dwelling Lease (and all associated documents), all applicable agency procedures, applicable federal regulations, directives from the Department of Housing and Urban Development (HUD), and state and local laws. The position is expected to be accurate in all assigned duties, and meticulous and timely in tenant communication and file documentation. This position must be firm, fair, professional, and must maintain appropriate confidentiality in communication with applicants, program participants, participant families, other agencies, KCHA staff, neighboring housing authority staff, HUD staff, law enforcement, and the general public.

MAJOR DUTIES AND RESPONSIBILITIES:

Administrative Support Specialist duties include, but are not necessarily limited to the following:

1. Administrative:

- a. Provides confidential secretarial, administrative and project support for assigned property; acts as a liaison between management, tenants, other staff, outside agencies, and the public, coordinating resolutions when appropriate.
- b. Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles reports and other informational materials.
- c. Composes, types, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for management and staff; inputs and retrieves data; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.
- d. Researches, prepares and processes reports, forms, and records, such as lease documents, verification documents, other legal documents, hearing notices, monthly reporting, notices of termination, and mailing lists.
- e. Develops and implements a variety of record-keeping systems.
- f. Screens calls, visitors, and incoming mail and emails; assists and directs the public, tenants, and other agencies to appropriate locations and/or staff; responds to complaints and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.
- g. Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- h. Establishes and maintains contact and working relationships with all Agency departments, local, state, and federal agencies for acquisition of necessary information, and/or for the implementation of cooperative programs and activities.
- i. Performs other duties as assigned.

2. Inspections:

- a. Conducts each new tenant move-in inspection within four weeks of new resident move in;
- b. Conducts housekeeping inspections as scheduled, i.e. monthly, quarterly, semi-annually;
- c. Informs Property Manager of scheduled inspections by utilization of Microsoft Outlook calendar;
- d. Provides detailed inspection reports to Property Manager within one week of inspection;
- e. Ensures inspection reports are filed in tenant files and entered into HMS notes monthly; and
- f. Conducts housekeeping classes as needed.

3. Assist residents with special problems and promote amicable tenant relations, including:

- a. Counseling residents who are not complying with the terms of the lease;
- b. Referring residents with special problems, such as economic, social, legal, health, etc. to groups or agencies that provide assistance or to social service coordinator, as appropriate;
- c. Assist with resident activities, address specific problems, plan meetings, or support activities as appropriate;
- d. Resolving conflicts and complaints among residents, if possible, in order to avoid grievances;
- e. Recommending eviction if resident behavior warrants, and preparing related documentation to support recommendation; and
- a. Participating in hearings and appeals as needed.

4. Other Duties:

- a. Enforcing property rules, lease requirements, and maintaining associated records;

- b. Issuing ban letters, as needed to Residents with guests engaging in anti-social activities, as well as, to Non-Residents engaging in the same activities on or off the property;
- c. Conducting property inspections, including move-in, move-out, housekeeping and grounds in order to assure adherence to established standards;
- d. Assisting with security activities on assigned properties by communicating with property manager regarding specific problems;
- e. Responding to after-hours emergencies on nights, weekends, and holidays, if necessary; and
- f. Watching and recording security video as needed;

5. General Requirements:

- a. Works cooperatively with other members of the agency, adjusting workload as necessary;
- b. Investigates and resolves participant complaints minimizing involvement of property manager and administration to the satisfaction of all parties;
- c. Communicates with residents and other staff in a manner that is courteous and professional;
- d. Answers resident questions, providing information on status of rent, unit inspections, provisions of the lease, tenant obligations, program regulations, KCHA policies and procedures, etc.;
- e. Returns calls to participants and residents within one business day;
- f. Participates in the revision of agency policies and procedures;
- g. Submits monthly reports as requested; and
- h. Any other related tasks that support the goals and objectives of the KCHA.

Knowledge, Skills, and Abilities

- 1. Knowledge of KCHA policies and procedures;
- 2. Knowledge of Department of Housing and Urban Development (HUD) rules and regulations that apply to AHP programs;

3. Knowledge of laws and standards that apply to affordable housing, such as Fair Housing Laws;
4. Knowledge of basic building maintenance, fire prevention, and liability reduction principles;
5. Knowledge of basic office practices, procedures, and equipment;
6. Knowledge of the principles of case supervision and file management;
7. Knowledge of the operation of KCHA computer system and software;
8. Knowledge of the agencies that provide assistance and services to residents, including some knowledge of eligibility requirements;
9. Knowledge of Basic English in order to communicate verbally and in writing;
10. Ability to maintain required records such as tenant files;
11. Ability to read and interpret policies and guidelines in order to make sound decisions;
12. Ability to prepare clear concise reports and make appropriate recommendations within scope of responsibility;
13. Ability to use basic office equipment such as telephone, fax, copier, and computer;
14. Ability to communicate verbally and in writing;
15. Ability to generate records, receipts, and reports efficiently using a calculator and the computer system;
16. Ability to establish and maintain effective work relationships with peers, superiors, residents, community service agencies and the public;
17. Ability to manage multiple priorities and multiple demands to accomplish tasks in accordance with established requirements;
18. Skilled in analyzing situations in order to identify problems and offer solutions;
and
19. Skilled in communicating with all types of people in a wide variety of situations.

QUALIFICATIONS:

The individual must possess the following knowledge, skills and abilities or be able to explain and demonstrate that s/he can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Requires basic knowledge typically acquired with a high school diploma or GED, including basic writing, math, and reading skills, plus knowledge of basic office procedures and skills, or any combination of education, training or experience that provides the required knowledge, skills and abilities.
2. Requires previous office experience working with the public in which the following skills were attained: effective telephone skills, ability to deal with a variety of people under constantly changing circumstances, ability to prioritize tasks with minimal direction, ability to compose and type basic written and numerical documents, and familiarity with filing systems and standard business machines (such as copiers, calculators, postage meters, typewriter, computer equipment, fax machines, telephone systems, etc.).
3. Requires proficiency of word processing software, preferably Microsoft Office for Windows, or the ability to learn Microsoft Office with minimal training time. Requires proficiency and ability to use e-mail and the Internet. Ability to learn housing program software for data entry of applications, work orders, tenant account management, etc.
4. Must be capable of performing light lifting of up to 50 pounds, predominantly paper products, small office equipment, mail, files, etc. Many files are retrieved and stored in overhead shelving; these files may weigh up to 20 pounds. Files may be carried a distance of up to 500 feet from desk to storage facility. Mail is carried from office/car/post office a maximum of 500 feet. Mail is also retrieved daily from a postal box located on the outside of the office. Additional mail and documentation is retrieved from an inbox located at the Central Office/Cost Center.
5. Employees must have a valid Illinois Driver's license and a good driving record to be insurable under the KCHA's auto insurance. Employees must be capable of picking up and delivering mail to the local post office daily.
6. Although not mandatory, the following qualifications will enhance an individual's chance for success in the job and are desirable.
 - a. Previous experience working with public programs and/or a basic familiarity with various local community agency programs and services available to low income individuals
 - b. Familiarity and/or fluency in Spanish and French is desired.

OTHER REQUIREMENTS/MISCELLANEOUS:**1. Supervision Given and Received**

The employee receives work assignments and instructions from the Property Manager. Normally, the instructions are broad and general, both written and oral. The individual in this position must be able to work independently, performing relatively complex work in an accurate and timely manner without close supervision. Situations not covered by instructions may be referred to the Property Manager or handled by the employee, depending on the circumstances. The employee's work is reviewed sporadically for thoroughness, accomplishment of objectives, and compliance with existing policies and procedures. Employee has no supervisory responsibilities.

2. Guidelines

Most work is performed according to existing procedures or written guidelines, such as HUD regulations, handbooks, desk references, or existing records. The employee will frequently be required to use independent judgment in making recommendations and decisions.

3. Complexity

The employee performs relatively complex work requiring a working understanding of HUD rules and requirements relative to AHP programs. In addition, the employee must be able to handle complex interpersonal situations involving conflicts with skill and professionalism.

4. Scope and Effect

The employee works with the tenants, other KCHA staff, other agencies, and participant families. The employee's work is essential to the successful operation of the AHP program. The employee's efforts affect the KCHA's ability to maximize funding eligibility as well as the agency's performance within the Management and Occupancy Review (MOR).

5. Personal Contacts

The employee has continual contact with tenants, their representatives, other KCHA staff, other agencies, and participant families. Most contacts are structured in nature and the employee is expected to use normal tact and professional courtesy. Occasionally a contact may be uncooperative or antagonistic, and the employee would be expected to use above-average tact and courtesy. Failure to respond courteously could adversely affect the public's opinion of the program and the KCHA.

6. Work Environment

The employee's work involves primarily sedentary office work in a typical office environment, though some physical work should be expected (traversing the assigned property, ascending and descending stairs, lifting generally associated with an office environment). Additionally there is some degree of stress resulting from contact with

applicants, participants, the public and other employees. The work of the employee involves the normal risks or discomforts associated with an office environment, but is usually in an area that is adequately cooled, heated, lighted, and ventilated.

PERSONNEL INFORMATION:

This information represents a snapshot of the benefit package at the KCHA. A more detailed description of each benefit may be located in the KCHA Employee Handbook (R 03/01/2012).

1. **SALARY ADJUSTMENTS** – Salary increases are not automatic, but rather are based on the performance level of the employee. All salary increases, with the exception of salary increases resulting from classification changes, shall be recommended through the performance appraisal system. Newly hired employees beginning at the lowest level of the pay scale may be reviewed for a salary increase at completion of six (6) full calendar months. All others are reviewed for a salary increase at twelve (12) full calendar months, coinciding with the agency’s fiscal year.
2. **PERFORMANCE MANAGEMENT SYSTEM** – The agency’s performance management system consists of the following components:
 - a. Evaluations of job performance will be performed by program managers or other administrative staff no less than annually.
 - b. Program managers will conduct 1-on-1 sessions with staff quarterly;
 - c. An organizational culture analysis will be conducted annually, comprised of meetings, anonymous surveys, and follow up reporting aimed at providing employees with an opportunity to provide and receive 360° feedback.
3. **HOLIDAYS** – Paid holidays will be based on the observance of legal holidays for the Ninth Judicial Circuit, published annually. Generally, there are thirteen (13) paid holidays.
4. **VACATION** – Regular full time employees accrue paid vacation based on anniversary years of continuous service on the following basis:
 - a. 10 days – first day of employment through the fifth anniversary
 - b. 15 days – Between the fifth anniversary and the tenth anniversary
 - c. 20 days – Annually after the tenth anniversary
5. **SICK TIME** – Available after thirty (30) days of continuous employment. Sick leave is accrued at the following rates:
 - a. 0.86 days per month from the first day of employment through the seventh year of employment;

- b. 1.25 days per month for each year beginning with the eighth year of service;
 - c. Part-time employees receive sick days at ½ the rate of full-time staff.
- 6. PERSONAL TIME – Two (2) Personal Days are provided to employees based on the fiscal year. It must be used as an 8-hour increment and it cannot be carried over to the next calendar year nor can it be paid off at termination. Personal days are charged against accumulated sick time.
- 7. LEAVE TIME – The agency provides for the following types of employee leave:
 - a. Medical, Personal, Bereavement, Military;
 - b. Jury Duty and Court Appearances;
 - c. Voting time – employees entitled to vote will be given up to two (2) hours paid time to vote.
- 8. INSURANCE - Effective dates begin on the first day of the month following 90 continuous days of employment.
 - a. 100% of single rates paid by the agency; family options available at cost to employee;
 - b. Health Insurance – reviewed and selected by the Board of Commissioners annually based on rates;
 - c. Dental/Vision Insurance – reviewed and selected by the Board of Commissioners annually based on rates;
 - d. Retirement – 401(a) and 457 plans.