



115 Scranton Avenue
Falmouth, MA 02540
Tel: (508) 548-1977 Fax: (508) 457-7573
www.falmouthhousing.org

JOB DESCRIPTION

Job Title: Programs Administrative Assistant – Full Time (35 hours per week)
Responsible To: Assistant Director
Other: Union Position (AFSCME)

I. The Mission of the Falmouth Housing Authority

The Falmouth Housing Authority is committed to ensuring safe, decent and affordable housing by working cooperatively with community, state, federal and local officials. The Falmouth Housing Authority (FHA) always endeavors to make the best use of all available resources so our residents and participants can live in an atmosphere of dignity and respect, free from discrimination.

II. Job Statement

The purpose of the Administrative Assistant is to support the mission of FHA in a wide range of activities related to determining and documenting participant's continued eligibility, income, rent and contractual relationships with owners in support of the program operations using written administrative policies and procedures, and HUD regulations. The position requires full accountability for assigned cases, including accurate and complete files, reporting, resolution of customer service cases and responsiveness to participant and landlord inquiries.

III. Job Description

Objective A – Program Activities

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required.
Other duties may be assigned.

1. Perform special projects,
2. Review and enter tenant applications to assist the Tenant Selector
3. Collect employee time sheets; assist in time sheet reviewed
4. Prepares required reports
5. Conduct annual and interim interviews; process recertifications and income discrepancies within required time frames; follow verification hierarchy as prescribed by HUD.
6. Determine housing assistance payment and tenant portion of rent calculations.
7. Comply with program reporting requirements; meet program deadlines.
8. Organize and maintain accurate and complete applicant/participant files.
9. Process and monitor participant moves, port-ins and rent reasonable comparisons.
10. Education participants, owners and community members on program requirements and family obligations.
11. Communicate concerns between owners, tenants and FHA to supervisor; gather required supporting documentation to support problem resolution.
12. Provide excellent customer service to participants, owners, co-workers, clients and vendors.





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13. Conduct all job functions in alignment with FHA's Administrative Plan(s), HUD regulations and other state and local requirements.
14. Coordinate with Housing Quality Standards Inspector to ensure timely inspections at program admission, annual re-certification and condition of unit inspections.
15. Investigate program violations; provide research for voucher terminations to supervisor.
16. Determine participant repayments.
17. Attend weekly meetings as scheduled; provide program reports as required.
18. Perform other duties, as assigned.

Objective B – Operational Excellence

1. Return phone calls and e-mails within required time frames.
2. Maintain a high level of daily productivity.
3. Ability to maintain confidentiality, safeguard sensitive information and adhere to Federal Privacy Act.
4. Manage several tasks at once, anticipate and identify problems putting forward solutions that are creative, innovative and flexible.
5. Make accurate mathematic calculations.
6. Monitors and accurately interpret rules and regulations relating to assigned federal housing programs; work effectively with people representing diverse cultural and ethnic backgrounds; communicate clearly and effectively; orally and in writing; establish and maintain effective working relations with other staff, participants, owners and landlords.
7. Ability to identify issues/concerns and direct them to appropriate personnel as required.
8. Attend trainings, workshops and educational opportunities, as assigned.
9. Continuously provide excellent customer service and support.
10. Perform related duties and tasks, as assigned.

Objective C – Partnerships

Communicate and collaborate with federal, state and local community partners to ensure program compliance. Educate participants on FHA programs and resources designed to achieve housing stability.

MINIMUM REQUIREMENTS

- College graduate or equivalent.
- Two years related full-time experience.
- Has or ability to obtain (within 9 months) Certification of Occupancy Specialist or equivalent.
- 10-key proficient; knowledge of computer programs and general office procedures
- Detail-oriented; ability to work with minimum day-to-day supervision
- Prompt and dependable; excellent interpersonal skills.
- Ability to communicate well in English language (oral and written)
- Able to work well under stressful conditions; strong organizational skills.
- Approach problems pro-actively and be solution-focused

Must obtain federal, state and local background clearances and pass a drug screening test. A cover letter and resume detailing your qualifications and experience must be submitted as an expression of your interest in this position. The Falmouth Housing Authority complies with Section 504 of the Rehabilitation Act of 1973 by





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providing equal access to services, programs and activities for qualified individuals with disabilities. Reasonable accommodations will be provided to individuals with disabilities. FHA is an EEOC/AA employer

