

Title: Administrative Assistant**Reports to: Executive Director****General Description:**

The Administrative Assistant position is a supporting role for the DCHA's Section 8 Program and all DCHA Staff. The Administrative Assistant assists all DCHA staff persons and programs, distributes information about DCHA programs, and is the first point of contact for program participants and the public.

Duties and Responsibilities:

- Process the housing assistance payment checks, change forms and generate monthly program reports
- Balance caseloads for Housing Specialists and generate letters and packets
- Assist Eligibility Specialist with Applications, updates to waitlist, letters and background checks
- Coordinate office repair, equipment repair and communications repair as needs arise
- Maintain office supply and equipment inventory and order as necessary
- Arrange for agency printing, duplicating and mass-mailing projects and collating
- Maintain DCHA calendar for holidays, meetings and appointments
- All Aspects of our Vendor management system including maintaining and creating new vendors, including their payment and contact information
- Maintain files including creation of new files, archiving cancelled files, scheduling file destruction, and labeling current files.
- Maintain vacancy lists, available housing lists and all resource materials in the lobby
- Greet clients and general public at front desk
- Act as a back up to an automated phone system, take messages and respond to information requests from calls, emails to the website and mail
- Distribute mail and incoming documentation from program participants. Process incoming checks
- Coordinate outgoing mail including operation of postage machine and taking mail to post office
- Perform a variety of word processing duties including creation and updating forms, templates and spreadsheets
- Arrange meeting rooms for Commission or other DCHA meetings, distribute meeting notices and agendas as directed and record minutes from all DCHA meetings
- Prepare (and potentially present) staff reports for full DCHA Board Meetings
- Update website as needed
- Enter negative terminations into HUD systems
- Enter bad debts/repayments into software
- Other duties as assigned by Section 8 Coordinator and Executive Director

Skills and Qualifications:

- A high school diploma or equivalent and three years of increasingly varied and complex administrative experience demonstrating professionalism, organizational skills and the ability to work independently.
- Ability to establish a professional positive working relationship with staff, clients, landlords, collaborators, and other public agencies with professional and effective communication
- Ability to use independent judgment in the application of practices or procedures, and to resolve problems and deviations from the general workflow
- Ability to organize files to facilitate work processes and meet regulation requirements
- Knowledge and understanding of Section 8 program, other assisted housing program and/or local tenant/landlord laws a plus but not required
- Ability to utilize a computer and standard software including Microsoft Office Suite