



HOUSTON HOUSING AUTHORITY POSITION DESCRIPTION

Position Title: Administrative Specialist
Department: Housing Choice Voucher Program
Supervisor: Inspections Manager

Exempt Non Exempt New Position Revision (see below)

Change of title Previous Revision Date: _____ Other (Please Specify) _____
 Revised qualifications Revised duties
 Expanded qualifications Expanded duties

Effective Date: 10/23/2013

Approved: _____
Vice President, Housing Choice Voucher Program

Approved: _____
Director of Human Resources

GENERAL SUMMARY

Responsible for general administrative duties which include a variety of complex department support functions. Responsible for maintaining Inspection Department systems. Reports to the Housing Choice Voucher Program (HCVP) Inspections Manager and/or Assistant Team Leader.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- *Greet visitors and receive telephone calls, routing them to the appropriate team member(s) utilizing good customer service skills and techniques.*
- *Receive, log, sort, and distribute forms, letters and other documents that are mailed, hand-delivered and/or received by fax in the department. Check Inspection department fax machines regularly for documents and distributes them accordingly.*
- *Receive completed inspection reports from Inspectors, review for accuracy and ensures that data into the Elite system has been completed, logs copies for client files, and forwards to team to file inspection reports in client files.*
- *Establish and maintain systems to contact and schedule client or landlord actions (i.e., inspections, re-inspections and appointments).*
- *Document and adjust schedules when clients or landlords request appointments and inspections to be re-scheduled.*
- *Establish systems and schedules for inspections, mail notification letters (with a copy to client files), and document client and landlord files with correspondence, forms and inspection reports.*
- *Compose routine correspondence including letters, memoranda and reports.*

- *Coordinate with the HCVP Department Administrative Assistant the department's procurement of supplies and services, including the following related tasks:*
 - *Submit departmental supply orders for approval and maintains records of all purchases.*
 - *Maintain an adequate inventory of office supplies for the department.*
- *Open stamp, sort and route daily mail, faxes and files incoming and outgoing correspondences as assigned.*
- *Develop and manage departmental filing system (including purging files).*
- *Maintain various systems, records, files, reports and documents in an accurate and timely manner.*
- *Manage the day to day activities of the department to ensure efficient work flow functions with other departments in the agency.*
- *Keep Elite system files accurate and up-to-date; make routine and complex computer data processing entries.*
- *Assists in preparation of operating budgets, reports, etc.*
- *Receive complaints from Houston Housing Authority residents and the general public, resolve them or make referrals to appropriate individuals.*
- *Perform general clerical duties inclusive of typing, filing, computer data entry, and the operation of general office equipment.*
- *Perform other duties as assigned and/or required.*

KNOWLEDGE, SKILLS AND ABILITIES

- *Knowledge of laws, regulations and policies governing Houston Housing Authority's Voucher programs.*
- *Knowledge of HUD Housing Quality Standards (HQS), inspection procedures and Houston Housing Authority HCVP policies and procedures.*
- *Knowledge of Houston Housing Authority organizational functions, and general operating policies and procedures.*
- *Knowledge of secretarial practices and procedures, business English, spelling and punctuation.*
- *Skilled in operating computer equipment and general office machines such as personal computer, copier, projection equipment, audio/video and adding machine.*
- *Skilled with Windows or compatible using Microsoft Office Products (Word and Excel).*
- *Ability to type accurately, 35 words per minute minimum typing speed.*
- *Ability to communicate clearly and concisely, orally and in writing.*
- *Ability to compose memoranda and letters.*
- *Ability to create and maintain an alpha and/or numeric filing system.*
- *Ability to organize complex tasks, carry them out under intense time constraints and perform duties accurately without constant supervision.*
- *Ability to understand and follow oral and written instructions.*
- *Ability to deal effectively with the public, and establish and maintain effective working relationship with other employees and observe Houston Housing Authority protocol.*

COMPLEXITY / SCOPE OF WORK

- *The employee performs several related routine and generally repetitive tasks.*
- *Course of action is determined by established procedures and/or the HCVP Inspections Manager.*
- *The employee may coordinate, integrate and/or prioritize tasks.*
- *Work must be accurate and precise.*
- *The employee deals with departmental records.*
- *The unauthorized disclosure of departmental record information could result in embarrassment to the Houston Housing Authority. The work affects numerous residents, visitors, and others seeking information or assistance.*
- *The employee's work is reviewed closely for adherence to policy and procedure requirements.*
- *Receives both written and oral instructions.*
- *Problems or situations not covered by instructions are normally referred to the supervisor, but the employee may occasionally make an independent decision or consult existing guidelines.*

SUPERVISORY CONTROLS

- *Employee does not have direct supervisory responsibilities.*

PERSONAL CONTACTS

- *Employee has contact with Houston Housing Authority employees in all departments, residents, and the general public.*
- *Most contacts are structured in nature and the employee is expected to use normal tact and courtesy.*
- *Occasionally, a contact may be uncooperative or antagonistic and the employee may be required to use above-average tact and courtesy at such times.*
- *Failure to respond courteously and positively could adversely affect the public opinion of Houston Housing Authority.*
- *The purpose of such contact is to provide information or assistance, obtain information needed by Houston Housing Authority, make appointments, arrange schedules, resolve complaints and facilitate communications.*

PHYSICAL DEMANDS / WORK ENVIRONMENT

- *Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, and eye strain from working with computers and other office equipment, and some degree of stress, resulting from continuing contact with employees, residents and the public.*
- *Work involves the normal risks and/or discomforts associated with an office environment, but are usually in an area that is adequately cooled, heated, lighted, and ventilated.*

MINIMUM QUALIFICATIONS

- *High school diploma or GED required.*
- *Administrative or Secretarial training in a licensed business school or other accredited institution and/or two (2) years of related secretarial work experience in an administrative office.*
- *Bilingual in Spanish, Vietnamese or Mandarin a plus.*
- *Failed Owner Self Certification (FOSC) preferred.*
- *Housing Choice Voucher Housing Quality Standards (HQS) Certification preferred.*
- *35 words per minute minimum typing speed preferred.*
- *Knowledge of Microsoft Office Computer skills – Word, Excel, PowerPoint. Use of standard office equipment such as typewriter, personal computer, copier, fax machine, projection equipment, audio/video and adding machine.*
- *Must be able to maintain confidentiality.*
- *Bondable.*
- *Valid Texas driver's license.*
- *Eligibility for Houston Housing Authority fleet auto insurance.*

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.