

Position Description

PROGRAM ASSISTANT

REPORTS TO: Executive Director

SUMMARY OF POSITION: Under general supervision, the Program Assistant performs routine tasks that support the Housing Authorities Programs and general operation of the Administration Office. Performs other related work as required by the Executive Director.

MAJOR DUTIES AND RESPONSIBILITIES INCLUDE:

Assists with managing units and property

Consistently seeing every unit exterior weekly

Making sure residents are compliant with rules and regulations of lease agreement

Delivering flyers, letters, termination and door to door rent collection

Maintain program files, file correspondence and records management system

Maintains waiting list for housing programs and application intake

Assists with Annuals and Interims

Compose and types routine correspondence

Customer service, answer phones, greet visitors

Prepare and complete work orders

Performs Section 8 Housing inspection and Public Housing when necessary

Assists with Preventative maintenance inspections and pest control

Assists with Community Service and Zero income management

Assists in gathering information for preparation of reports for Authority and HUD purposes

Consistently walks the property in all weather conditions

REQUIRED KNOWLEDGE

Aptitude for general mathematics

High level of tact, sensitivity, courtesy, confidentiality and understanding

Knowledge of Fair Housing laws

Knowledge of HUD and HA low income housing programs and regulations

Good organizational skills, ability to work off of a schedule

Knowledge in government housing, property management and landlord law a plus

Ability to maintain necessary confidentiality of residents and employees

Ability to maintain effective working relationships with residents, MHA employees and the general public

Computer experience with Microsoft programs such as Excel, Word, Internet, email or any other programs required

EDUCATION AND EXPERIENCE:

Graduation from high school or equivalent

A minimum of two years increasingly responsible office, basic math, and clerical experience, with special emphasis in administrative practices.

Special Requirements:

MUST have a valid Missouri driver's license (or be able to obtain one within 30 days from the date of employment), be insurable by the MHA's insurance carrier. Position remains if license becomes revoked during employment.

Physical Demands while performing the duties of this job, the employee is regularly required to: sit; use hands to fingers, handle; and talk or hear; frequently walk and reach with hands and arms; occasionally stand, stoop or crouch. Must be able to walk for long periods of time and in all types of weather conditions. Must be capable of occasionally lifting up to 50-100 pounds. Requires vision abilities including close vision, distance vision, and ability to adjust focus. Noise level is usually moderate. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Employee signature

date