
JOB DESCRIPTION

JOB TITLE: Administrative Clerk
EXEMPT: No
SALARY LEVEL:2 **Minimum:** \$43,988.60
EMPLOYEE REPORTS TO: Service Center Supervisor, HCV Manager or VP of Administration
BARGAINING STATUS: Local Union 713 Clerical
PREPARED BY: imr **DATE:** February 2016
APPROVED BY: kdw **DATE:**
EXPIRATION DATE: **December 10, 2024**

SUMMARY

The Administrative Clerk is a support position, which performs routine administrative and clerical tasks in several areas of the agency related to application intake, verification of income and preference status, scheduling of recertification's, receptionist duties, call center duties which entail answering outbound and inbound calls, courier and mail distribution, and management of the filing system, as well as general office work. Individuals in this position will be assigned to work in various departments of the agency.

ESSENTIAL FUNCTIONS

1. Performs general clerical and administrative functions.
2. Answers telephones and greets visitors to the agency and directs them to proper person and/or office.
3. Serves as first contact with all visitors to the agency.
4. Receives and documents via time and date stamps all incoming applications, solicitation responses and paperwork received via central mail and front desks.
5. Disseminates job applications, HANH forms, solicitations and informational materials to the public.
6. Answers basic questions from applicants regarding program requirements and reviews returned applications for completeness.
7. Receives and distributes copies and forms for the agency.
8. Informs non-English speaking applicants of ECC - HANH policy regarding translation and interpreters.
9. Initiates and tracks verification process including criminal records, credit checks and landlord references. Maintains files until all information is received.

10. Makes preliminary determination of eligibility and assigns control number.
11. Enters data into MIS and into manual application log.
12. Logs in verification forms when received and refers completed folders to Housing Specialist.
13. Maintains Intake and Recertification files for appointments and schedule.
14. Assists in the periodic updating of waiting lists.
15. Requests and obtains forms from landlords necessary for Recertification and leasing.
16. Performs administrative duties relating to assigned projects including, but not limited to, file maintenance, archiving and marketing initiatives.
17. Assists other ECC - HANH departments in matters related to HCV or LIPH issues.
18. Assist in the management of a filing system containing different types of files related to Agency programs.
19. Regularly reviews records retention policies to ensure compliance within the agency.
20. Provide courier services throughout the agency and to/from business partners.
21. Perform duties of sorting and distributing external and internal mail, perform projects related to bulk mailings, and distribute flyers or other ECC - HANH informational materials at ECC - HANH properties.
22. Assists on special projects.
23. Performs any and all other related duties as assigned.

PHYSICAL REQUIREMENTS

The duties of this position are primarily office-based and require manual dexterity sufficient to competently use office equipment such as a keyboard or calculator. Must be able to communicate effectively in person and on the telephone. In addition, the clerical and receptionist components of this position require the incumbent be able to bend and stoop and to lift up to 40 lbs. Must be able to drive a vehicle.

QUALIFICATIONS AND SKILLS

1. Knowledge of basic office and filing systems.
2. Sophisticated knowledge of and proficiency in basic office computer software including Internet and e-mail systems, Microsoft Office Suite.
3. Good written communications skills and above average verbal communications skills.
4. Ability to handle confidential information in an appropriate manner.
5. Bilingualism in Spanish and English preferred but not mandatory.
6. Valid Connecticut Driver's License.

7. Knowledge of HUD, IRS and CHFA regulations related to low income public housing, housing choice voucher and low income tax credit programs.

EDUCATION AND EXPERIENCE

High School or Associate Degree with a concentration or substantial course work in basic business sciences and two years of work experience; or

Four years work experience in administrative position with rental housing application intake and/or Recertification duties. Specific experience in low income or assisted housing is preferred.

APPLICATION AND SUBMISSION

THE HOUSING AUTHORITY OF THE CITY OF NEW HAVEN RESERVES THE RIGHT TO CONSIDER APPLICATIONS AND RESUMES UPON RECEIPT AND MAKE EMPLOYMENT DECISIONS ACCORDINGLY.

All applications and resumes must be in the Human Resource Office on or before December 10, 2024.

Job descriptions & applications may be obtained from HANH at 360 Orange Street, New Haven, CT 06511. Submit resumes with or without applications to the address above, via fax to (203) 497-8202 or via e-mail to jobs@hanh-ct.org, TDD number (203) 497-8434, between the hours of 9:00 - 5:00 p.m. weekdays. The Housing Authority accepts applications only for positions it is trying to fill. If an applicant requires further information, please call the HR Office at (203) 498-8800 Ext. 1202. Disabled are encouraged to apply.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V