



ASSISTANT TO THE DIRECTOR OF RENTAL ASSISTANCE
APPLICATION DEADLINE IS THURSDAY, MAY 24, 2018 AT 11:59PM

Division: Section 8 Rental Assistance
Reports to: Director of Rental Assistance
Location: Nashville, TN
Full-time/Part-time: Full time
Salary Grade: 29
Monthly Salary Range Minimum: \$3,053
FLSA Classification: Non-exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Provides administrative support to the Director of Rental Assistance.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Researches Housing Choice Voucher (HCV) program related subjects, compiles data, and prepares briefs for consideration and presentation by the Director.
- Drafts reports, proposals, memos, letters, presentations and other documents using Microsoft Office software.
- Establishes and maintains files for the Director of Rental Assistance.
- Coordinates and maintains scheduling and communication for the Director, including maintaining calendars, e-mail groups, contacts, etc.
- Manages intake and responses to the Housing Choice Voucher (HCV) formal complaint process.
- Monitors the main HCV telephone line and the general email inbox.
- Responsible for Waitlist and Public hearing notice advertisements.
- Coordinates travel arrangements for the Director, including flight reservations, hotels, directions, etc., as well as other staff as needed.
- Coordinates scheduling and preparations for meetings, including reserving meeting space and sending electronic invitations; coordinates preparations for division staff meetings, including agenda and meeting space set-up, and taking minutes.
- Maintains correct, updated owner/participant mailing contacts in the database.
- Maintains operational and administrative policy and procedure handbooks with current updates and revisions, and distributes to staff as needed.
- Updates the website as needed.
- Assists with the Resident Advisory Board.
- Assists in the preparation of external training events and other THDA supported events to include off site attendance at these events.
- Assists with Electronic Content Management (ECM) projects for electronic storage of data.
- Receives, stamps, makes database entries, and distributes to appropriate persons incoming correspondence including faxes, e-mails, regular and express mail packages.
- Orders and distributes supplies.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High school diploma or equivalent GED.
- Minimum of two years' successful, full-time employment in a business office environment.
- Experience in a business related to multifamily housing preferred.
- Must be proficient in Excel spreadsheets and Microsoft Office.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Ability to perform a variety of difficult and responsible administrative tasks.
- Maintains a high level of confidentiality.
- Maintains credibility through sincerity, honesty, and discretion.
- Excellent verbal and written communication skills, including meaning and spelling of words, rules of composition and grammar.
- Strong interpersonal skills; excellent customer service skills.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Flexible and able to adapt to change.
- Builds and maintains positive, collaborative relationships with internal and external constituents.
- Strong organizational skills.
- Documents regularly, thoroughly, accurately, and completely.
- High level of detail and accuracy.
- Strong time management skills; uses time effectively; consistently meets deadlines.
- Working knowledge of standard office procedures and standard office equipment.
- Excellent telephone and people skills.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER
APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION
PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE
APPLICATION INSTRUCTIONS