

JOB DESCRIPTION

PROGRAM: **Housing Services**
JOB TITLE: **Housing Administration Coordinator**
PAY GRADE: **8**

JOB SUMMARY

This position is responsible for the management, organization and coordination of all housing service project grants, contracts and related services, including the responsibility for every housing initiative project file. The position reviews project requests, explores project feasibility and develops blended funding sources to create individualized project plans to maximize services to customers. Contract compliance responsibilities include reviewing and approving cost estimates, construction methodologies and techniques, environmental protection plans, appropriate project staffing, worker and occupant safety protection plans and logistical information submitted by Project Managers. Specialized projects require the position to research and develop complex multiple funding streams, each with distinct record keeping requirements, to achieve affordable housing goals and objectives. The position reviews, modifies and develops written record keeping systems and mechanisms to ensure administrative compliance issues are met with existing and developing housing initiatives. This position organizes, monitors and supervises the collection of data related to housing initiative expenditures to ensure costs are allocated to the appropriate cost centers. The position acts as the program's liaison with STEP's Fiscal and Information Services Departments to assist in the development and maintenance of required software, data collection and reports.

SUPERVISORY RELATIONSHIPS:

Reports To: Housing Resource & Compliance Lead
Supervises: Not Applicable

MINIMUM QUALIFICATIONS:

- Bachelor degree in management, business administration, management information, or related field, with at least six credit hours in accounting, or any combination of education and experience sufficient to demonstrate possession of the required knowledge, skills and abilities; and,
- Minimum of one year of experience and/or documented proficiency with fiscal recordkeeping experience, data collection, compilation of reports and spreadsheets, grants or contracts;

GENERAL REQUIREMENTS

- Pennsylvania State Police Criminal History Clearance, Child Abuse Clearance, FBI Clearance, and National Sex Offender Registry check current within 90 days of employment;
- Computer training and/or documented proficiency with word processing, spreadsheet and database software; experience with and/or training in Microsoft Office Suite products including Word, Outlook, Publisher, Access and Excel is preferred; and
- Physical ability to perform essential job functions without any health restrictions including the ability to sit or stand for long periods, carry twenty pounds unassisted, have unrestricted use of the upper body, corrected or uncorrected hearing and vision within normal ranges, and a clear speaking voice. Must be physically capable of entering information into and generating printouts from a computer system.

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SPECIFIC DUTIES

- ❖ Responsible for the daily management and organization of housing service initiative contracts and related service delivery, including the following: all phases of program activities including marketing; eligibility determination; project feasibility, project file documentation; evaluating and applying the appropriate funding to maximize and successfully meet the needs of the customer; ensuring the appropriate project cost allocations; and, ensuring all criteria has been met for project close out;
- ❖ Responsible for Facility Maintenance oversight, including submission of work order requests, and security access changes;
- ❖ Supervise assigned program personnel including the orientation, training, and evaluation of those responsible for invoicing, eligibility, standard bookkeeping duties and property management processes;
- ❖ Ensure that services are effectively delivered and provide quality control standards;
- ❖ Review and approve project requests, explore project feasibility, and develop blended funding sources to create individualized project plans to maximize services to customers;
- ❖ Update and maintain all pertinent regulation and policy manuals and disseminate information to staff;
- ❖ Review, approve and monitor information submitted by Project Managers, including cost estimates, construction methodologies and techniques, environmental protection plans, project staffing plans, worker and occupant safety plans and logistical details to ensure contract compliance;
- ❖ Review and approve field quality control systems and mechanisms submitted by Project Managers to ensure quality cost effective service delivery;
- ❖ Supervise and review completed eligibility documentation for the Brownfields Housing Initiative, Environmental Modification Program, Affordable Housing Program, HOME and other housing initiatives, for final approval;
- ❖ Review invoices and forward to Director of Housing for approval;
- ❖ Assist in developing and managing specialized projects and new housing initiatives that require research and development of complex multiple funding streams, each with distinct record keeping and compliance requirements, to achieve affordable housing goals and objectives;
- ❖ Develop program eligibility and procedural documents as new grants are administered;
- ❖ Prepare written contract agreements between the customer, agency and various related collaborative partners, such as STEP Office of Aging; Lycoming/Clinton Counties Mental Health/Intellectual Disabilities program, and the United States Department of Agriculture, detailing services, project costs, partner commitments and other project pertinent information;
- ❖ Represent the program with various collaborative partners and funding sources including, but not limited to, the following; the Pennsylvania Department of Community & Economic Development; the Pennsylvania Housing Finance Agency; the Lycoming/Clinton Counties Mental Health/Intellectual Disabilities Program; the United States Department of Agriculture; STEP Office of Aging; County Commissioners; and, all other funding source representatives as necessary;
- ❖ Monitor job cost for projects, particularly those having multiple funding sources, and ensure timely and accurate invoicing to the appropriate sources;
- ❖ Compile monthly field activity data to drive the program's cost allocation fiscal system;
- ❖ Collaborate and cooperate with fiscal department representatives to provide monthly cost allocation reports;

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- ❖ Gather data and prepare reports required by funding sources and annual program audits;
- ❖ Perform monthly billing, invoicing reconciliation, gathering of data and reporting functions, as required or assigned;
- ❖ Attend trainings, workshops and conferences as requested;
- ❖ Special program assignments and other duties, as assigned.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

- ❖ Knowledge of the following:
 - Effective customer service principles;
 - Techniques used in the collection, evaluation and monitoring of information to ensure program guidelines are met;
 - Microsoft Office Suite, including but not limited to Microsoft Word, Excel, Access, and Outlook components.
 - Housing services in regards to property management and new construction;
 - Principles, practices, and techniques of supervision; ability to effectively supervise using principles, practices, and techniques; and,
 - Geographic area served;
- ❖ Skill in the following:
 - Writing, editing and communicating including knowledge of English grammar, spelling and punctuation as they would relate to the production of reports, work plans and other operational documents;
 - Operating personal computer hardware used in desktop and networking; and,
 - Multiple oral communication skills, such as speaking, listening and interviewing;
- ❖ Ability to perform the following:
 - Orient, instruct, and evaluate work of supervised staff and to provide technical assistance and guidance;
 - Establish and maintain effective working relationships with staff, administrators, partnering agencies, elected officials, government agencies, businesses, customers and the general public;
 - Interpret and apply program policies, rules and regulations which relate to program administration, management and supervision;
 - Organize, prioritize and establish schedules to accomplish program goals;
 - Communicate effectively in writing and speaking; ability to communicate effectively with individuals and large groups;
 - Identify and meet goals, objectives, outcomes and timelines within broad parameters, and work independently of direct supervision.
 - Demonstrate respect for individuals and groups with varied cultural, racial, ethnic, religious and linguistic identities or backgrounds;
 - Prepare, organize and maintain accurate written records and reports;
 - Project a positive image;
 - Think creatively and to work cooperatively with program staff and outside agencies to promote and improve services;
 - Maintain confidentiality at all times;
 - Apply fiscal and accounting practices;
 - Present ideas, methods, procedures and instructions that relate to a function, which may include multiple processes, in a clear and effective manner whether it be orally or in writing;

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- Collect, organize, analyze and process information quickly and effectively, prepare adequate records and reports, demonstrate a high-level of attention to detail, and make mathematical calculations with accuracy;
- Assemble, correlate and appraise facts in order to identify and resolve existing or potential procedural problems;
- Proofread various type of information to assure adherence to instructions and procedures;
- Examine, evaluate and review files, forms, documents and records that have been processed by staff in order to ensure accuracy, completeness and compliance with agency and program rules and regulations;
- Understand and follow oral and written instructions, some of which may include multi-faceted procedures, and to work independently of direct supervision;
- Work in a highly paced environment by identifying and meeting goals, objectives, outcomes and timelines;
- Maintain performance standards and financial limitations for multiple funding source contracts and regulations;
- Develop a fundamental knowledge of construction techniques and environmental issues related to construction technologies; and,
- Develop an extensive knowledge and understanding of housing initiative contracts, operations, regulations and applicable laws to ensure compliance.