**CITY OF FLAGSTAFF**

Flagstaff is the largest community in the high country and is the county seat for Coconino County, the largest county in the United States. A historic Route 66 town, Flagstaff is ideally located at the juncture of Interstate 17 and Interstate 40. Though still reflecting a small town atmosphere, it maintains a selective growth plan with new expansion programs underway.

The City of Flagstaff is Northern Arizona’s Employer of Choice! Our City government is devoted to enhancing the quality of life of our citizens and the experience of the many visitors who are attracted to Northern Arizona.

**Date Posted: August 16, 2019**

**Vacancy No: 106-19**

**Position Title: Administrative Specialist – Housing Authority (Contract Temporary)**

**Division / Section: Community Development – Housing**

**Position Status: Full Time; FLSA Non-Exempt; Benefit Eligible; Contract Temporary;**

**1-year contract from date of hire**

**Work Week: Monday – Friday; Hours 8am-5pm**

**Salary Range: $15.6219 - $16.0370 Per Hour DOE**

**Closing Date: August 30, 2019**

Actively supports and upholds the City’s stated mission and values. Contributes to the achievement of the Housing Authority's goal to provide safe, decent and affordable housing. Under general supervision, this position performs a variety of duties involved in determining the eligibility for admission to City of Flagstaff Housing Authority programs and in administering the applicant waiting lists in accordance with established regulations, guidelines and criteria.

The Administrative Support Series is a broad band series where incumbents are responsible for performing a wide variety of tasks. Duties range from the most routine and repetitive to the most complex of administrative support tasks requiring incumbents to take initiative, make judgment calls, and make decisions for the functions/processes for which they are accountable.

There are three zones within the broad band. The incumbent will have the opportunity to advance through the zones based on performance and value added to the organization.

This position is FLSA non-exempt.

**EXAMPLES OF THE WORK PERFORMED (These are a representative sample of entry level duties; position assignments vary as the incumbent progresses through zones in the band.)**

* Provides excellent customer service to both internal and external customers, receives visitors and clients to the office and answers the telephone.
* Maintains a pool of applicants for Housing Authority programs; provides assistance to applicants; accepts housing applications; reviews applications and a variety of documents pertaining to program eligibility for public housing and Section 8 programs; screens applicants for eligibility based on HUD regulations; examines and approves all verification and documents submitted by applicants.
* Investigates and verifies applicant and participant information for accuracy and completeness; contacts applicants to discuss and clarify information discrepancies; prepares correspondence to various agencies to verify applicant data including total family income, current assets and family composition; re-verifies applicant information as required.
* Develops and maintains files, databases, and records pertaining to housing applicants; maintains and updates waiting lists; accepts and accurately enters into computer system revised or supplemental data received from applicant updates.
* Provides Housing Services Specialists with necessary applicant files and records upon request.
* Prepares and maintains briefing packets for Section 8 briefings. Tracks applicant families invited through lease-up and/or voucher expiration.
* Sorts, files and purges materials such as applications, client provided documents/verifications and correspondence in an information management, storage and retrieval system.
* Answers general inquiries and provides general information regarding Housing Authority housing programs, policies and procedures.
* Responds to inquiries and requests for housing applications and for applicant status on waiting lists by applicants, housing authority staff and authorized agents.
* Collects monthly rental payments and other charges from residents.
* Maintains Section 8 Fair Market Rent, Rent Reasonableness data base.
* Maintains and updates CFHA webpage information on the City of Flagstaff’s official website.
* Works collaboratively with other staff members to develop monthly newsletters for Public Housing residents.
* Provides resource referrals for applicants and community members. Prepares letters and reports from dictation, rough draft, or transcription to include proofreading for accuracy, completeness, spelling, and punctuation.
* Provides secretarial and clerical support to administrative staff to include preparing, drafting, and proofing various reports, letters, and other correspondence; attending meetings and taking minutes; and answering the telephone.
* Receives, sorts, and distributes a variety of correspondence, records, and information to appropriate personnel and the general public.
* Processes a variety of forms and paperwork, using established procedures.
* Assembles and compiles a variety of data from office records for incorporation into reports; prepares various reports.
* Monitors and maintains office supplies, business forms, and/or application forms.
* Performs other duties of a similar nature or level.

**REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES**

Skills (position requirements at entry):

* Using computers and software application programs; including housing specific software, Word, Excel, PowerPoint and internet web-based applications;
* Adhering to security measures regarding computer workstation usage, internet access, and use of web-based applications, including official office building access.
* Compliance with code of ethics;
* Filing;
* Typing;
* Data entry;
* Providing customer service;
* Preparing a variety of reports;
* Prioritizing work and performing multiple tasks;
* Maintaining various databases;
* Maintaining various records and files;
* Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction;
* Maintaining various confidential records.

Knowledge (position requirements at entry):

* Basic operations, services and activities of a public housing agency and its assistance programs;
* Basic interviewing methods, procedures and techniques.
* Basic filing and recordkeeping principles;
* Modern office procedures;
* Customer service principles;
* Inventory maintenance principles;
* Basic math;
* Spelling and grammar principles;
* Database management principles;
* Leadership principles;
* Basic accounting principles.

**MINIMUM QUALIFICATIONS**

* High School Diploma or General Equivalency Diploma.
* Three years of progressively responsible office experience including experience working simultaneously on multiple projects.
* Three years computer skills including MS Word, Excel, PowerPoint and internet web-based applications
* Two years of experience involving public interaction.
* Or any combination of education, experience, and training equivalent to the above Minimum Requirements.

**DESIRED EXPERIENCE AND TRAINING**

* Specialist training in social science or a related field.
* Bi-lingual skills (English/Spanish, American Sign Language).

**OTHER REQUIREMENTS**

* Must possess, or obtain upon employment, a valid Arizona driver’s license.
* Regular attendance is an essential function of this job to ensure continuity.
* Ability to work well with general public, low income and elderly individuals, and people with disabilities.
* Because of the nature of this work, position requires someone pleasant, personable, patient and having a desire to be of assistance to those in need.
* Maintains security of confidential information
* Maintains awareness of local social service agencies and community resources to provide information and referral services to applicants, clientele and general public
* Opens lobby at 8:00 a.m. and close at 5:00 p.m.

**TO APPLY ONLINE:**

In order to apply for this position, you will have to fill out a City of Flagstaff application on our website. Visit our website to apply or for more information on this position and other opportunities. You will find complete job descriptions, requirements and application information at: [**http://www.flagstaff.az.gov/jobs**](http://www.flagstaff.az.gov/jobs)

**NOTE: Applications are due to the Human Resources department by 4PM on the closing date regardless of the postmarked date.**

**TO APPLY IN PERSON:**

Applications are available and can be turned in at:211 W. Aspen Ave., Flagstaff, AZ 86001

Call our general information line at (928) 213-2090 or (800) 463-1389 to request an application by mail. Fax your resume to (928) 213-2089 or E-mail: [human.resources@flagstaffaz.gov](mailto:human.resources@flagstaffaz.gov)

**Additional information about current and open job vacancies can also be found by calling our job line at (800) 463-1389.**

The City of Flagstaff is an Equal Opportunity/Affirmative Action employer.

All qualified applicants will receive consideration for employment without regard to race, color,

religion, sex, national origin, disability, age, or protected Veteran status.

**AmeriCorps, Peace Corps and other national service alumni are encouraged to apply.**

**Paid Holidays** • **Paid Vacation Days** • **Paid Sick Days** • **Health/Dental/Life/Vision Insurance**