

FRANKLIN COUNTY HOUSING AUTHORITY

SECTION 8 CLERK 2/BILINGUAL

Definition: This is moderately complex clerical work involving the processing of documents in a variety of functions.

An employee in this class performs a variety of document processing activities including the verification of information, arithmetic calculations, coding, and assisting the public in completing governmental forms. The employee must possess and communicate accurate information about the Housing Authority programs, application process and occupancy rules and requirements. Work involves use of a computer and a Housing Authority specific software program. Work may involve providing training and guidance to new employees. Employees work with considerable independence within standard operating procedures, however, detailed supervisory guidance and review is received for new or unusual situations and changes in operating procedures and policies.

Examples of Work: Maintains alphabetic, numerical, chronological, and similar files by inserting and/or retrieving documents, preparing new file folders, preparing index cards, cross-indexing, and posting and updating file contents.

Apply general program policies and procedures through daily interaction with participants of the Housing Authority programs. Responds to tenant supplied information, and determines what procedures to pursue or utilize to provide correct information.

Utilizes a housing authority specific software program to process a variety of tenant and applicant functions such as: tenant rents, payment histories, applications for housing, requests for maintenance, complaints, and general program information.

Acts as the first point of contact for the Section 8 by answering a multifaceted telephone system, transferring calls as appropriate.

Acts as the first point of contact for all Section 8 persons that arrive at the administrative offices, engage an appropriate management aide as needed.

Check and order supplies as needed

Will be responsible for the application process for Section 8 and Public Housing from start to placing applicants on appropriate waitlists. To include sending notification letters to applicants on eligibility.

All photocopies for annual recertification packets and mailing packets to include inspection notifications to tenants.

Send emails for Lease Amendments and HAP Receipt to landlords.

Third party verification faxes/emails.

Filing

Opens and sorts mail and place where appropriate.

Scanning

Provides coverage for Public Housing front office staff. Assists with translation services as needed in Public Housing/Section 8.

Preparing and putting notices out for Public Housing Chambersburg Family

Mailing receipts for payment for Public Housing

Performs related work as required and assigned.