

**FERNDALE HOUSING COMMISSION
JOB DESCRIPTION**

OFFICE/WAITING LIST COORDINATOR

The Office/Waiting List Coordinator provides general customer service, administrative, bookkeeping, and clerical support for both Housing Choice Voucher and Public Housing programs. This position has primary responsibility for creating and managing the waiting lists for both programs in accordance with agency policy.

ESSENTIAL JOB DUTIES

Essential job duties include but are not limited to the following, and may be performed with or without reasonable accommodation:

1. Serves as first point of customer contact for the Ferndale Housing Commission in person, by telephone, email, and other means. Responds to requests, provides information, explains processes and procedures, and refers complex issues on to other staff as needed. Acts as receptionist, greeting, screening, and directing visitors and callers for other staff.
2. Creates and manages waiting lists for the Housing Choice Voucher and Public Housing programs in accordance with agency policy. Ensure proper quality control, enters information into specialized systems, and communicates with potential applicants and those on the current wait lists. Consults with other staff as needed regarding administration of the waiting lists; and executes purges according to policy.
3. Provides bookkeeping support for the Housing Commission. Reviews and validates invoices, completes follow up work on issues with invoices as needed, routes invoices for approvals, processes approved invoices, completes quality control reviews, obtains requisite signatures, cuts checks, and maintains related files, including the Fee Accountant monthly reports and file/mailing. Generates associated reports and troubleshoots issues.
4. Provides administrative support to both the Housing Choice Voucher and the Public Housing programs. Prepares correspondence, forms, packets, and mailings; provides customer support and follow up activities; enters data; attends meetings and briefings as requested.
5. Acts as office coordinator; opens and closes the office and customer service window; receives, sorts and distributes incoming and outgoing mail; monitors office supplies, orders and stocks materials and supplies; troubleshoots office equipment/computers/copiers and coordinates service and repairs as needed; prepares and publishes shared calendars and preemptively notifies other staff of upcoming events of interest and room set-up or other special needs; completes related tasks.

6. Assists with purchasing and bid processes. Researches potential vendors, assembles contact information, creates mailing and distribution lists, tracks responses, assembles documentation, and establishes comprehensive files.
7. Maintains asset management and inventory systems. Enters and updates data; coordinates with other staff, provides information to accountant, and prepares reports.
8. Maintains comprehensive databases and filing systems for agency documents and transactions. Coordinates with other staff to ensure official records are managed according to agency policy and audit needs. Prepares reports, regularly and special reports upon request.
9. Assists with special projects as assigned.
10. Ensures confidential and sensitive information is handled according to federal regulations and agency policy.
11. Updates the website, and other types of communications materials including posters and postings at the office and public areas.
12. Compiles and prepares reports and information as requested.
13. Performs other duties as needed.

REQUIRED COMPETENCIES

The following competencies are required in order to successfully perform essential job duties. This list is not intended to be all-inclusive.

1. **Technical Expertise:** thorough knowledge of FHC policies and procedures on application and waiting list for both programs; familiarity with general procedures on both programs to effectively direct customers and assist with basic inquiries; solid bookkeeping skills to maintain accurate payables, purchasing, accounting and related information, records, and files.
2. **Initiative:** confidence in identifying what needs to be done, and variations or potential issues; and proactively acting on needs without direction; and taking action as needed to independently accomplish tasks and assignments.
3. **Sound Judgment:** ability to interpret and apply policies in a manner consistent with agency mission and philosophy, and seek assistance or guidance when appropriate.
4. **Discretion:** ability to handle extremely sensitive and confidential information and maintain professionalism in difficult situations.
5. **Emotional Intelligence:** skill in handling interactions with customers, other staff members, program participants, the public and others with tact, diplomacy, compassion and professionalism; even challenging and sometimes confrontational customer interactions.
6. **Strong Team Member:** ability to work constructively with other team members, even those who may have different personalities and approaches to work; seeking the best in others and being open to seeing things from

another's point of view; assuming the best in one another's intentions; readily pitching in to ensure organizational goals are met.

7. Independent problem solving: self-motivation to proactively seek out solutions, research alternatives, and prepare suggestions.
8. Organizational aptitude: ability to organize and maintain complex files, paper and electronic, track information and data, prepare accurate financial and operational reports, and complete related administrative tasks.

MINIMUM QUALIFICATIONS

The following qualifications or an equivalent combination are required for the position.

1. High school diploma or the equivalent is required; additional vocational training or education in general office and/or bookkeeping is preferred.
2. Intermediate level user of standard office software (Microsoft Outlook, Word, Excel) and ability to learn specialized agency software is required.
3. Willingness to participate in ongoing professional development, including customer service, computer, and general HCV/Public Housing, required.

PERFORMANCE MEASURES

In addition to the duties and competencies within this job description, some or all of the following measures or metrics may also be used to assess performance and professional development needs.

- ✓ Accuracy and completeness of waiting lists, files, and data
- ✓ Accuracy of payables and bookkeeping
- ✓ Timeliness of office stock
- ✓ Preemptive completion of regular duties & projects
- ✓ Customer Service Feedback Forms
- ✓ Secret shopper reports