



# NORTH CHICAGO HOUSING AUTHORITY

1440 Jackson Street ▪ North Chicago, IL 60064

[northchicagohousing.org](http://northchicagohousing.org) ▪ (847)-785-4300 Phone ▪ (847) 785-4308 Fax

**Title:** Admin Support

**Employment Status:** Full-Time

## Job Description

### Position Summary

Responsible for providing support to NCHA staff and clients, general office management, answering multi-line phone system, speaking with clients and vendors, maintaining records, data entry and filing.

### Knowledge and Skills

Working knowledge of applicable federal, state, local laws, rules, regulations, Agency policies, procedures and guidelines pertaining to public housing, including fair housing laws and HCV programs together with understand the Administrative Plan

Knowledge of eligibility regulations and of rent calculations and payment schedules

Ability to meet with the public to establish and maintain effective working relationships with tenants, landlords/owners, and other employees using tact and diplomacy

Ability to adequately handle sensitive and confidential information

Familiarity with various computer software and database systems

Ability to communicate clearly and concisely, both orally and in writing

Experience with office equipment such as telephone, fax, copier, and computer

Ability to meet deadlines and work with the highest degree of confidentiality

### Education and Experience

High school diploma or possession of a certificate of equivalence for High School Achievement (G.E.D.) and one (1) year of relevant experience or an equivalent combination of education and experience sufficient to fulfill essential position functions.

### Responsibilities

Respond to general questions about NCHA programs via phone, email or in person

Verify all applications are accurate and complete for clients and landlords

Calculate using basic math skills to determine program eligibility

Accurately enter client file data into database

Assist with program orientation for landlords and clients, including but not limited to rental agreements, program rules, HUD regulations and general program requirements

Assist with waiting list system procedures and functions, accurately coding applications

Collects and enters client monthly rent payments and security deposits

Receives incoming maintenance calls/notifications from clients and creates work orders accordingly

Maintains resident information boards

Prepare clear and concise narrative and statistical reports in a timely manner

Undertakes and performs other work-related duties as assigned

### Physical Requirements

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching, or lifting to obtain files and records, must be able to bend, stoop, push, and pull, sit and/or stand for up to eight (8) hours at a time while performing work duties.

### Other Requirements

Must possess a valid State of Illinois driver's license and maintain a good driving record

Must pass employment drug screening and criminal background check