



**Oak Park
Residence
Corporation**

HCVP ASSISTANT CASE MANAGER – ADMIN SUPPORT

Department: *Housing Choice Voucher Programs (HCVP)*

Reports to: *Director of HCV Programs and Director of HR & Administration*

Job Status: *Full-time, Non-Exempt, Hourly*

Supervisory Responsibilities: *None*

Job Summary:

The Assistant Case Manager provides clerical and re-certification support to HCV Programs Case Managers and performs various administrative duties as assigned by Vice President of HR and Administration.

Duties/Responsibilities: HCV Programs

- Review and understand program regulations and policies.
- Provide basic HCV Program information as needed to callers and walk-ins
- Prepare recertification documents which include EIV certification, and re-certification packages to be mailed to clients.
- Update and maintain data base, logs, reports, and forms (applicants, participants, and portability clients)
- Prepare, collate, and mail inspection booklets, letters, and forms.
- Schedule appointments and prepare briefing packets for clients.
- Conduct *Certified to Move* and *Portability* client briefings.
- Mail verifications for clients which include re-certifications, eligibility determinations, and *HUD New Hire Reports*.
- Maintain HCV Program file system and purge files as needed.
- Scan and attach 50058 forms and NORC letter to client records in YARDI.
- Record payments for pre-payment agreements and file receipts accordingly.
- Other projects as may be assigned by HCV Programs Manager and Director of Housing Programs.

Duties/Responsibilities: Administrative Support

- Greet, announce, and direct visitors.
- Check mail drop box twice daily and distribute contents to staff mailboxes.
- Open, separate, and distribute delivered daily mail to staff mailboxes.
- Receive general deliveries and notify individual/department of delivery.
- Maintain front waiting area and personal work area.
- Other duties/projects as may be assigned by Director of HR and Administration

Required Skills/Abilities:

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Proficient in Microsoft Office Suite or related software.
- Excellent organizational skills and attention to detail.
- Basic understanding of clerical procedures and systems, such as recordkeeping and filing.
- Active listening
- Ability to work independently.
- HUD software and YARDI Voyager a plus

Education and Experience:

- High School Graduate
- 1 or more years work experience in field(s) related to the provision of subsidized housing.
- Practical experience in general office setting, including basic knowledge of data entry, filing, public contact, or any combination of the above which supplies the required knowledge, ability and skills.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.