



JOB POSTING

TO: SHA Staff, Residents, and General Public
FROM: Mal Harrison, Executive Administrative Assistant
DATE: October 29, 2024
POSITION: Outreach and Intake Coordinator
CLASSIFICATION: Full-Time
OPENING DATE: October 29, 2024
CLOSING DATE: Posted until desired number of applications received.
START DATE: Immediately
TO APPLY: Please apply on our website (<https://selmahousing.com>).

POSITION SUMMARY: Under the supervision and direction of the Chief Operating Officer (COO), the Outreach and Intake Coordinator is responsible for overseeing the operation of the Public Housing Program. The Outreach and Intake Coordinator is responsible for preparing reports of activities, monitoring operating practices and procedures and recommending changes to promote efficiency. The Outreach and Intake Coordinator is responsible for filling vacant units, from the initial application process through move-in, ensuring that within the acceptable timeframe all housing procedures are adhered to and units are compliant with applicable regulations.

MAJOR DUTIES AND RESPONSIBILITIES

1. Review and take appropriate action on resident transfer requests.
2. Ensure that resident lease terminations and grievance hearings are properly processed.
3. Monitor lease enforcement by providing information as needed.
4. Meet with residents, and external agencies to receive input regarding the operation of housing programs, assess needs and address concerns.
5. Conduct informal hearings as needed, and make appropriate recommendations in accordance with the Authority's policies and procedures.
6. Ensure that participants receive available services by cooperating with service providers to deliver services.
7. Assist with handling difficult or complex problems with residents by offering alternatives and working directly with participants, as needed.

+334.874.6271
+334.874.5567

selmahousing.com

444 Washington St.

P.O. Box 950

Selma, Alabama 36702





8. Process information from the Department of Housing and Urban Development's (HUD) PIH Information Center (PIC) system and provide reports accordingly.
9. Prepare and submit weekly and monthly reports, as required.
10. Interpret and apply Authority policies, departmental policies, and other relevant policies and procedures.
11. Ensure that information is timely and correctly entered in HUD's Enterprise Income Verification (EIV) system.
12. Participate in training programs for all departmental employees.
13. Assist with staffing to ensure that the department is adequately staffed.
14. Participate with and in periodic staff meetings.
15. Monitor and analyze the effectiveness of policies and procedures, and prepare revisions and recommend changes, as needed.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

1. Knowledge of Authority's policies and procedures, particularly as they pertain to personnel management and program management.
2. Knowledge of Department of Housing and Urban Development ("HUD") rules and regulations that apply to property management.
3. Knowledge of laws and standards that apply to Public Housing such as Fair Housing Laws, Landlord-Tenant Law, and local/state laws.
4. Knowledge of basic office practices, procedures, and equipment.
5. Knowledge of the operation of the Authority's computer system and software.
6. Ability to read and interpret policies and guidelines in order to make sound decisions.
7. Ability to prepare clear, concise reports and make appropriate recommendations within scope of responsibility.
8. Ability to establish and maintain effective working relationships with peers, superiors, participants and community service agencies and the public.
9. Skilled in analyzing situations to identify problems and offer possible solutions.
10. Skilled in communicating with all types of people, in a wide variety of situations.

EDUCATION AND EXPERIENCE

1. Bachelor's degree in management, business administration, social science, area or closely related field or an equivalent of experience and education.





SELMA
HOUSING AUTHORITY
A Bridge to Affordable Housing

KENNARD RANDOLPH
President & CEO



2. Minimum of five years' experience in housing management (preferably, some in public housing) and experience involving public contact preferred.
3. Certification in Public Housing Management.
4. Must be bondable.

Valid Driver's License.

+334.874.6271
+334.874.5567

selmahousing.com

444 Washington St.

P.O. Box 950

Selma, Alabama 36702





POSITION SUMMARY: The Administrative Support Clerk for the Resident Services is a part-time, temporary position. Under the supervision of the Resident Services Director, the Administrative Support Clerk provides a wide variety of administrative support duties to the Resident Services Director and related resident services program activities. This position involves direct interaction with residents and community partners to provide services, resources, information, classes, and events to the Selma Housing Authority community. Instructions may be general or specific in nature. Courses of action, deadlines, and priorities are established by procedure, the supervisor, and/or the employee, depending on the assignment. Routine duties should be initiated and completed by the employee without supervisory direction.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The key duties and responsibilities listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements regarding duties does not exclude them from the position if the work is similar, related, or a logical assignment in association with this position.

1. Establishes and maintains office files and activity logs.
2. Collates, staples, and distributes duplicated materials.
3. Assists with the preparation and compiling of routine documents, records, and reports.





4. Maintains and updates mailing lists; organizes and implements mass mailings.
5. Performs routine data entry.
6. Receives, processes, and ensures confidentiality of sensitive information and material, maintaining confidentiality at all times, per agency policy.
7. Operates computers to access e-mail, electronic calendars, and other basic office support software applications such as word processing, spreadsheets, databases, etc.
8. Assist with maintaining four (4) Selma Housing Authority community centers.
9. Performs other duties, as assigned, related to the resident services program.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of general office practices and procedures.
2. Skills with operating office equipment such as computer system, printer, copier, fax, scanner, typewriter, etc.
3. Excellent communication and interpersonal skills; ability to communicate with and relate to persons of diverse backgrounds, fellow employees, and community partners.
4. Ability to complete complex and detailed tasks in a timely manner.
5. Ability to plan and prioritize duties.

MINIMUM TRAINING AND EXPERIENCE REQUIRED

1. Graduation from an accredited high school with at least one year (1) of experience in data entry and office/clerical work.
2. Any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this position.
3. Must be bondable.
4. Must possess a valid driving license and be insurable.

