



We know the way home.

**Position:** HCV Office Assistant

**Reports to:** HCV Director

**FLSA Status:** Non-Exempt

**Compensation:** \$15 per hr

**Hours:** Temporary Part-time (20-24 hours/week)

**Deadline:** Position remain open until filled

## **Principal Accountabilities of the Position**

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The HCV Office Assistant is dynamic self-starter; task and detail oriented individual who likes to provide excellent customer service to a diverse group of people ranging from professionals to the general public. Demonstrate excellent written and oral communication skills, good attention to detail and willingness to go the "extra mile" for clients. The successful candidate champions the mission by working Housing Department Team, landlords and community advocates to meet program participant's needs.

## **Role of the HCV Office Assistant**

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Filing, scanning, copying and organizing client files as well as providing administrative support for the team of Housing Choice Voucher Specialists.

Must be able to maintain a high level of confidential customer service at all times and create an environment leading to individual dignity in all interaction with the public.

## **Other Duties**

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- Performs effectively as a team player
- Values the ideas and opinions of others and routinely collects their input as part of the decision-making process
- Act with uncompromising integrity and ability to maintain strict confidentiality
- Maintains effective relations with tenants, landlords, partners and stakeholders
- Champions the mission, culture and objectives of the organization
- Other projects and activities as assigned
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## **Minimum Education**

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- High school diploma or GED
- One year's office experience
- Bilingual preferred

## **Working Conditions and Physical Requirements**

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- Primary activities are conducted within a well-lit, climate-controlled office
- Ability to sit for extended periods and maintain the normal range of body motion
- Must be able to work effectively under the stress of multiple daily deadlines and commitments
- Work week is Monday through Friday during normal business-type hours (8am-5pm).

## **Knowledge and Skills**

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- Keyboarding and 10Key
- Operate standard office equipment including, but not limited to, computers, printers, copiers, scanners and projectors.
- Proficient in MS Word and Outlook E-mail Application. Ability to learn new computer software programs and applications. Fluent in internet applications.
- Have excellent customer service skills
- Ability to answer phones
- Maintains customer confidence and protects operations by keeping information pertaining to the Housing Choice Voucher under confidentiality
- Be able to multi-task
- Work with minimal supervision
- Valid Driver's License

### **To apply, email or fax resume and cover letter to our location.**

Attn: Lesly Gonzalez, HCV Director

Housing Works

405 SW 6<sup>th</sup> Street

Redmond, OR 97756

Fax: 541-923-6441

Email: [lgonzalez@housing-works.org](mailto:lgonzalez@housing-works.org)