

## **Intake Assistant**

### JOB FUNCTION

Greets people entering or telephoning the NHA offices and determines the nature of their business or requests. Handles routine requests and refers those requiring service to the appropriate staff member. Performs all aspects of the Section 8 Waiting List and assists with duties for leasing.

### ACCOUNTABILITY

Directly accountable to the Section 8 Supervisor.

### EXAMPLES OF WORK PERFORMED

- Answers phones and routes calls.
- Opens and/or routes all mail with the exception of the Executive Director's mail.
- Welcomes visitors and ascertains their needs, notifies departments of applicant arrivals.
- Ensures that the visitor waiting area is neat and requests janitorial services as needed.
- Maintains letters requesting documentation for Section 8 Rental Assistance files. Accepts and records documentation as it is received from clients.
- Receives and writes receipts for money collected for Section 8 Paybacks, FSS Loans.
- Operates TDD, FAX and copy machine as needed.
- Ensures that outgoing mail is stamped and properly prepared to go out in a timely manner.
- Accepts applications and is responsible for data entry of each file and background checks.
- Responsible for a "dropped" list given monthly to Section 8 Supervisor.
- Reviews 100% of the Section 8 Applications to determine eligibility before placement on the waiting list.
- Responsible for upkeep of the Waiting List Files, including all filing of incoming documents.
- Accepts, changes, and files all change of addresses for all Waiting List Files.
- Maintains a computerized Section 8 Waiting List in accordance with HUD regulations.
- Performs other clerical functions as directed by the Section 8 Supervisor.
- Conducts group oral presentations to new participants regarding rules, regulations and NHA processes for participation on the Section 8 program.

### MINIMUM QUALIFICATIONS

Good telephone etiquette is required. Must be able to deal effectively with the public. Prefer typing skill of at least 50 wpm. Must be able to retain proprietary information as confidential.

Must be able to perform assigned responsibilities, as well as new and changing duties with an attitude of complete cooperation and inclination to personally identify with Authority goals, objectives, and programs.

Follows standard office procedure and performs normal duties with minimal supervision. Asks for advice or assistance when necessary.

Must have a valid Oklahoma Driver's License. Must be insurable through the Norman Housing Authority's auto insurance. Must be drug free.

### CERTIFICATION

I have read this job description and understand the responsibilities of my position.

---

Signature

Date