Program Assistant - (230008JD)

The Executive Office of Housing and Livable Communities (EOHLC) is seeking a Rental Assistance Program Assistant in the Division of Rental Assistance!

The Executive Office of Housing and Livable Communities (EOHLC) is charged with creating more homes in Massachusetts and lowering housing costs for residents.

Formerly known as the Department of Housing and Community Development (DHCD), EOHLC works with municipalities, local housing authorities, non-profit organizations, and development partners to provide affordable housing options, financial assistance, and other support to Massachusetts communities.

OVERVIEW OF ROLE:
The Program Assistant provides administrative, programmatic, and technical support to the operation of Division of Rental Assistance (DRA) programs. This individual will be responsible for handling, responding to, and monitoring all constituent inquiries to DRA, whether by phone, in person (at EOHLC’s office), or written measures, and will direct inquiries and information to appropriate staff and external partners as needed. With assistance from the DRA team (given the hybrid work arrangement), this individual will be responsible for receiving and distributing incoming DRA mail. This individual will assist with tracking and reporting on complaints received through the Fraud, Waste, and Abuse hotline as well as participant appeals of program terminations. This individual may assist with U.S. Dept. of Housing and Urban Development (HUD) reporting and with ensuring Regional Administering Agency (RAA) and EOHLC staff access to HUD systems as needed and assigned. Duties include assisting the DRA Deputy Director, the DRA Director, and other staff to implement and administer the program.

DUTIES AND RESPONSIBILITIES (NOT ALL INCLUSIVE):

1. Constituent Services:
   • Responsible for handling all constituent inquiries whether in writing/email, by phone, or in person at the EOHLC office.
   • Directs inquiries to program staff, RAAs, and other Divisions as appropriate.

2. Technical Assistance:
   • Provides technical assistance to EOHLC and RAA staff, constituents, and participants regarding administrative plan, policy, and waiting list inquiries.

3. Reporting & Tracking:
   • Assists with DRA-related reports through EOHLC’s Fraud, Waste, and Abuse hotline including receiving, investigating, and closing out complaints in coordination with other program staff as necessary. Escalates complaints to the Assistant Director, Federal Programs, Deputy Director, or Director as appropriate.
   • Assists with tracking of HUD late reexaminations by following up with Regional Administering Agencies (RAAs) on the status of these reexams and reporting to the Assistant Director on status.

4. Income Verification:
   • Assists with Enterprise Income Verification (EIV) coordination, including RAA and EOHLC staff access and renewals as needed and assigned.

5. Technology:
   • Updates applicant/tenant records in EOHLC systems, as necessary.
   • Coordinates with EOHLC IT to ensure web postings on program information is current, accurate, and relevant.
   • Coordinates with DRA staff to manage electronic mailing lists and to issue notifications through Constant Contact.
6. Administrative:
- Provides administrative support including scheduling, meeting planning, filing, and scanning for Division staff, as directed by management or supervisory staff.
- Responsible for receiving and distributing incoming mail to the appropriate recipients in a timely manner.
- Provides assistance with EOHLC mailings and notifications to the RAAs, participants and applicants, and other stakeholders, as necessary

PREFERRED QUALIFICATIONS:
1. Demonstrated proficiency using Microsoft Outlook, as well as Word and Excel to produce documents and reports.
2. Ability to provide guidance to diverse groups and elicit support and cooperation.
3. Excellent written and oral communication skills.
4. Demonstrated ability to review and analyze reports for accuracy and consistency with EOHLC policy and make edits if needed.

COMMENTS:
Please upload resume and cover letter.

This position would be expected to follow a hybrid model of reporting to work that combines in-office workdays and work from home days, as needed.

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division's Recruiting Guidelines. In the case of a promotional opportunity, the salary provisions of the applicable collective bargaining agreement will apply to placement within the appropriate salary range.

Education, licensure and certifications will be verified in accordance with the Human Resources Division’s Hiring Guidelines. Education and license/certification information provided by the selected candidate(s) is subject to the Massachusetts Public Records Law and may be published on the Commonwealth’s website.

QUALIFICATIONS:

First consideration will be given to those applicants that apply within the first 14 days.

MINIMUM ENTRANCE REQUIREMENTS: Applicants must have at least (A) two years of full-time, or equivalent part-time, professional, administrative or managerial experience in business administration, business management or public administration the major duties of which involved program management, program administration, program coordination, program planning and/or program analysis, or (B) any equivalent combination of the required experience and the substitutions below.

Substitutions:
I. A Bachelor's or higher degree with a major in business administration, business management or public administration may be substituted for the required experience.*

II. A Bachelor's or higher degree with a major other than in business administration, business management or public administration may be substituted for a maximum of one year of the required experience.*

*Education toward such a degree will be prorated on the basis of the proportion of the requirements actually completed.

Comprehensive Benefits:
When you embark on a career with the Commonwealth, you are offered an outstanding suite of employee benefits that add to the overall value of your compensation package. We take pride in providing a work
An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

The Commonwealth is an Equal Opportunity Employer and does not discriminate on the basis of race, religion, color, sex, gender identity or expression, sexual orientation, age, disability, national origin, veteran status, or any other basis covered by appropriate law. Research suggests that qualified women, Black, Indigenous, and Persons of Color (BIPOC) may self-select out of opportunities if they don't meet 100% of the job requirements. We encourage individuals who believe they have the skills necessary to thrive to apply for this role.

Official Title: Program Coordinator I
Primary Location: United States-Massachusetts-Boston-100 Cambridge Street
Job: Administrative Services
Agency: Executive Office of Housing and Livable Communities
Schedule: Full-time
Shift: Day
Job Posting: Jul 27, 2023, 12:45:46 PM
Number of Openings: 1
Salary: $56,579.12 - $80,651.48 Yearly
Bargaining Unit: 06-NAGE - Professional Admin.
Confidential: No
Hybrid Work Eligible: Yes

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Jessica Molina - 8572480160

HOW TO APPLY:
Apply online at https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=230008JD