The Rental Assistance Programs Assistant, (hereinafter known as “the Programs Assistant”) provides administrative, programmatic and technical support to the operation of the Division of Rental Assistance programs. This individual coordinates all constituent inquiries of the Division, including answering questions from constituents via telephone, email, letters, and in-person. The incumbent is responsible for writing and disseminating correspondence to internal and external stakeholders regarding program specific questions, division objectives, and other matters, as needed. The Programs Assistant assists in tracking and organizing Division files and maintaining records in compliance with records retention policies. This incumbent is also responsible for building various reports, tracking results and conducting follow-up with subrecipient agencies, as needed. The Programs Assistant responds to and assists the Assistant Director of Federal Programs, the Director of the Division and other staff in various administrative and programmatic projects on a daily basis.

DUTIES AND RESPONSIBILITIES (these duties are a general summary and not all inclusive):

1. Responsible for handling all constituent requests whether through writing, by telephone or in person at the Department of Housing and Community Development (DHCD) offices. Directs inquires to program staff, as appropriate.
2. Serves as point person for rental assistance assistance-related reports through DHCD’s Fraud, Waste and Abuse hotline including receiving, researching, tracking and closing out all complaints in coordination with other program staff, as necessary. Escalates complaints to the Assistant Director or Director as appropriate.
3. Assists with collection, data entry and summary of required reports from DHCD’s Regional Administering Agencies (RAAs) Subcontractors and follows-up with RAAs who miss deadlines or fail to submit completed information.
4. Utilizes reporting tools to build reports for distribution to multiple stakeholders. Assists, as needed, with file reviews either on site at the RAA’s or remotely through DHCD systems.
5. Coordinates the review and processing of exception rent requests to DHCD and/or U.S. Department of Housing and Urban Development (HUD) for reasonable accommodations and other good causes and maintains and monitors the records to ensure requirements are being met for Moving to Work (MTW) and other initiatives for housing choice.
6. Assists with tracking of HUD late re-examinations by following up with RAAs on the status of these re-exams and reporting back on status.
7. Assists with Enterprise Income Verification (EIV) coordination.
8. Provides technical assistance to DHCD staff, constituents and participants regarding administrative plan, policy, waiting list inquires and use of DHCD and HUD data systems (Secure Systems) and collecting data from participants or RAAs.
9. Assists in the administration of DHCD special programs such as the Family Unification Program and Mainstream Program by providing information to constituents, other state agencies and stakeholders, and assisting in collecting data and compiling program leasing reports.
10. Provides assistance with DHCD mailings and notifications to the RAAs and applicants.
11. Updates applicant/tenant records in DHCD systems, as necessary.
12. Coordinates with DHCD Information Technology IT Unit to ensure web postings on program information is current, accurate and relevant.
13. Provides administrative support including scheduling, meeting planning, filing and scanning documents for Division staff, as directed.
14. Other duties as assigned.

PREFERRED QUALIFICATIONS:
1. At least intermediate proficiency in using Microsoft Outlook as well as Word and Excel to produce documents and reports.
2. Excellent written and verbal communication skills.
3. Ability to provide guidance to diverse groups and elicit support and cooperation.
4. Bilingual candidate preferred (ability to read, write and speak standard Spanish).
5. Ability to review and analyze reports prepared by contractors for accuracy and consistency with DHCD policy.
6. A working knowledge of DHCD and HUD rules and regulations are preferred.
7. Prior experience working with diverse low-income populations.

MISSION STATEMENT:
The Department of Housing and Community Development (DHCD) is within the Housing and Economic Development Secretariat and its work touches the lives of all Massachusetts residents. DHCD's mission is to strengthen cities, towns and neighborhoods to enhance the quality of life of Massachusetts residents by providing leadership, professional assistance and financial resources to promote safe, decent, affordable housing opportunities, economic vitality of communities and sound municipal management.

COMMENTS:
Please upload resume and cover letter.

Salary placement is determined by years of experience and education directly related to the position and the Human Resources Division’s Recruiting Guidelines.

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 (by 06/03/20).

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.

An Equal Opportunity / Affirmative Action Employer. Females, minorities, veterans, and persons with disabilities are strongly encouraged to apply.

If you have Diversity, Affirmative Action or Equal Employment Opportunity questions or need a Reasonable Accommodation, please contact Diversity Officer / ADA Coordinator: Nancy DePaul - 617-573-1100

HOW TO APPLY
Apply online at https://massanf.taleo.net/careersection/ex/jobdetail.ftl?job=20000415