

Emerald Coast Regional Council Housing Administrative Assistant



Emerald Coast Regional Council is one of ten regional councils in the state of Florida. For more than 55 years, ECRC has supported its seven-county region in technical assistance, economic development, and planning across a multitude of disciplines, programs, and services. ECRC team members enjoy a generous benefit package and true work/life balance as they serve the area known for community, growth, and the unrivaled beauty of the Emerald Coast.

The Emerald Coast Regional Council is seeking a part-time Housing Administrative Assistant.

Under the supervision and guidance of the Community and Economic Development Manager, the Housing Administrative Assistant performs senior level administrative/clerical tasks and support for community-based public and government related housing programs administered by the Emerald Coast Regional Council (ECRC). Provides high quality customer service and information and serves as liaison to organization members and the public. *This position is part-time; estimated at 24-32 hours per week.*

EXAMPLES OF ESSENTIAL FUNCTIONS:

- Administers, distributes, and processes applications and required documentation for housing programs; verifies information is correct and complete; informs participants of any additional information needed in a timely manner as necessary; determines program eligibility of applicants
- Serves as front-line and first contact for all client, vendor, and general public correspondence; provides accurate and quality customer service and information for all inquiries via phone, fax, mail or e-mail; investigates and resolves client complaints; provides a timely response to all requests and inquiries
- Enters data as needed into applicable computer software systems; organizes and maintains electronic and physical files; maintains contact information and files as appropriate externally (i.e. with counties, cities, and agencies) and internally
- Maintains confidential and/or sensitive participant and prospective participant data to include but not limited to: mailing lists, applications and statuses, and financial information
- Maintains waiting lists; provides follow up and status reports for internal and external parties
- Develops, analyzes, reviews, and revises office document, forms, and reports to ensure accuracy and program compliance as directed; copies and maintains in-house documents as needed
- Researches other programmatic resources and similar agencies, products, or funding; provides thorough information and reports to staff
- Supports and prepares for organizational meetings on and off site; manually notates and records minutes for housing committee meetings; drafts minutes of meetings, transcribes, distributes, and files those minutes with a higher degree of accuracy; may draft agendas or other supporting documentation in preparation for meetings
- On-site support for Transportation Planning Organization (TPO) meetings to include greeting and interacting with board members, maintaining sign-in sheets and roll call sheets, taking notes for minutes, and ensuring signatures on pertinent documents
- May obtain information and complete travel vouchers for reimbursement for other staff members

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform other related duties as assigned.)

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MINIMUM QUALIFICATIONS:

- High school diploma or GED
- Three (3) years of administrative experience to include at least one (1) year of application or mortgage processing experience
- Must pass a pre-employment drug screen and background check

PREFERRED QUALIFICATIONS:

- Knowledge of affordable housing; specifically with underwriting experience – mortgage/loan application processing, working with contractors, inspections, and billing
- Strong computer skills
- Notary Public

HOW TO APPLY:

Please visit <https://www.ecrc.org/employment> to obtain an application and instructions regarding submission. Candidates will not be considered until both the application and resume are received.

The ECRC is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, the ECRC provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. ECRC is a Drug Free Workplace.