

## Position Description – Senior Administrative Assistant, Housing

**Job Type:** Full-Time

**Status:** Non-Exempt

**Expected Hours and Place of Work:** This is a hybrid position; working remotely and at the satellite office as needed until further notice and may be subject to change. Office hours are Monday-Friday 8:30 am-5:00 pm, and some evenings and weekends as necessary for optimal business function.

**Department:** Community Impact, Counseling

**Supervision Received and Exercised**

**Reports to:** Community Impact Manager

**Supervises:** None

**Position Summary:** The Administrative Assistant will support the “CALHFA” Program to provide administrative & quality control support to the Community Impact Department. In addition to supporting NWOC in day-to-day office duties to HUD Approved Housing Counselors in the area of Pre-Purchase, HECM, Foreclosure and Rental Counseling and the Executive Leadership Team as needed.

The implementation of the CALHFA program will bring an expectation from the agency “BALANCE” that NWOC maintain minimum program standards required by HUD and agency alignment with National Industry Standard. An overriding component of this position is to provide continuity and consistency in program delivery and recordkeeping in compliance with CALHFA guidelines.

### Direct Responsibility

Assist Housing Counselors in the maintenance of counseling files in compliance with Balance guidelines under the “CALHFA” Program. Answer calls and direct inquiries to the appropriate departments. Schedule counseling appointments, assist in creating customer accounts. Provide general support to the Community Impact Manager, President/CEO, and designated staff as requested.

### Position Specifications

#### *Education/Experience*

Minimum of two years of experience providing counseling or education support and have an understanding of the housing sector along with understanding HUD guidelines.

### Required Knowledge and Skills:

- Strong interpersonal skills necessary to work effectively with a wide variety of people and organizations.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in establishing and maintaining effective working relations with co-workers and efficient in operating a personal computer utilizing a variety of business software.
- Extremely detailed oriented with the ability to handle multiple projects and the ability to work well with people from diverse backgrounds.

**Working environment:** This job operates in a professional office environment

**Starting Salary/Hourly Rate Range:** \$43,680-\$47,840 per year gross (\$21-\$23/hr)

Reasonable accommodations may be arranged to enable individuals with disabilities to perform essential duties of the job.

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