



District of Columbia Housing Authority

Vacancy Announcement

Central Office

ANNOUNCEMENT #18-61(A)

(This announcement amends area of consideration and opening and closing dates)

Title: Clerical Assistant	Department: Housing Choice Voucher Program Quality Assurance
Grade: DS-0303-07	Salary Range: \$41,655 pa - \$54,351 pa
Opening Date: 10-03-18	Closing Date: Open until filled
Area of Consideration: DCHA Employees and the General Public	

Duties and Responsibilities:

- Works with the Quality Assurance (QA) Manager to ensure that the needs of the QA staff are being met; and keeps the QA Manager informed as needed.
- Prepares and mails correspondence as directed; accepts, date stamps, and distributes incoming mail; notes incoming mail in automated system, including data entry and scanning documents; re-mails returned correspondence as necessary.
- Responds to public, participant, and owner inquiries with general information and assistance regarding the HCVP and the QA Division.
- Receives incoming telephone calls and e-mail inquiries, ascertains the purpose of the calls/inquiries and utilizes judgment to determine which calls/e-mails can be responded to personally, which can be directed to the supervisor and which can be referred elsewhere.
- Enters and retrieves data from the computer system(s); performs basic research and fact-gathering assignments, including but not limited to pulling files and historical documents; compiles information for reports; and provides information and assistance to DCHA employees, participants and owners.
- Assists in setting up receivables.
- Prepares draft replies to general correspondence for supervisor's review; provides clerical support to various staff members; assists with the preparation of documents for bulk mailings, typing, filing, and other distributions.
- Files and keeps organized accurate QA division records; performs document scanning as needed.
- Ensures that adequate forms and documents, as utilized by QA staff, are readily available for usage and are professionally reproduced.
- Types forms and other administrative materials as needed.
- Tracks staff leave; prepares time and attendance for the division; and upon request, conducts related audits.
- Receives, logs, and tracks complaints and subsequent QA actions; reviews and maintains various logs.
- Supports HCVP front desk with assisting participants and landlords as needed.
- Performs other related duties as assigned.

Qualification Requirements:

High School diploma or equivalent from an accredited school; at least three (3) years related experience; or the equivalent combination of education and experience which meets the minimum qualifications requirement may be substituted.

Quality Ranking Factors:

The following ranking factors will be used in the evaluation process. All applicants must respond to each ranking factor by providing a narrative statement addressing the factors listed below. Please describe specific incidents of sustained achievements from your experience that show evidence of the level at which you are applying. **(over)**

You may refer to any experience, education, training, etc. that includes the degree to which you possess the job related knowledge, skills and ability described in the ranking factors.

Note: *Failure to respond to all ranking factors will eliminate you from consideration*

Ranking Factor #1: Knowledge of and experience in the use of policies relative to administrative planning and the coordination of management activities.

Ranking Factor #2: Considerable knowledge of the organization and functions of the District of Columbia Housing Authority.

Ranking Factor #3: Considerable knowledge of grammar, spelling, and punctuation sufficient to draft non-technical correspondence and to correct obvious errors in typed reports, memoranda correspondence, etc.

Ranking Factor #4: Strong customer service skills.

Other Significant Factors:

- Applicants may be subject to background, past employment and personal history investigations.
- Applicants who require accommodations or have questions in the application process should contact the Human Resources Department at (202)535-1618.
- This position **is** in the Collective Bargaining Unit represented by AFGE Local 2725

The District of Columbia Housing Authority (DCHA) conducts pre-employment screening on specified positions, which may include but is not limited to a criminal background check, drug and alcohol testing, verification of academic credentials, licenses, and certifications, and/or verification of work history.

This position has been designated by the department to require a drug and alcohol screening and background check. Finalist(s) for this position will be subject to drug and alcohol testing and will be required to consent to a pre-employment background check as a condition of employment.

For consideration please submit your application to:

**Human Resources Department
1133 North Capitol Street N.E., Room 222
Washington D.C. 20002
Fax # (202) 535-1375**

DCHA IS AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER