



# District of Columbia Housing Authority

## Vacancy Announcement

Central Office

### ANNOUNCEMENT #19-44(A)

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

<b>Title:</b> Clerical Assistant	<b>Department:</b> Housing Choice Voucher Program
<b>Grade:</b> DS-303-05	<b>Salary Range:</b> \$34,773 pa - \$45,372 pa
<b>Opening Date:</b> 06-20-19	<b>Closing Date:</b> Open until filled
<b>Area of Consideration:</b> DCHA Employees and the General Public	

#### Duties and Responsibilities:

- 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.
- Enters and retrieves data from the computer system(s); compiles information for reports; and provides information and assistance to DCHA employees, participants and owners.
- Receives incoming telephone calls and e-mail inquiries, ascertains the purpose of the calls/inquiries and utilizes judgment to determine which calls can be responded to personally, which can be directed to the supervisor and which can be referred elsewhere.
- Ensures that adequate forms and documents are readily available for usage and are professionally reproduced.
- Works with the Customer Relations Manager and to ensure that the needs of the Customer Relations Division staff are being met; and keeps the Customer Relations Manager informed as needed.
- 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system(s); performs basic research and fact-gathering assignments, including but not limited to pulling files and historical documents; compiles information for reports; and provides information and assistance to DCHA employees, participants and owners.
- Maintains and prepares time and attendance for submission; tracks staff leave.
- Supports HCVP front desk with the assistance to participants and landlords as needed.
- Types forms and other administrative materials as needed.
- Files and keeps organized accurate records; Performs document scanning as needed.
- Performs other related duties as assigned.

#### Qualification Requirements:

High School diploma or equivalent from an accredited school; at least two (2) years related experience; or the equivalent combination of education and experience which meets the minimum qualifications requirement.

#### 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. 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. (over)

**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:** Knowledge of Housing Choice Voucher Program rules and regulations.

**Ranking Factor #4:** Considerable knowledge of grammar, spelling, and punctuation sufficient to draft non-technical correspondence and to correct obvious errors in typed reports, memoranda correspondence, etc.

**Other Significant Factors:**

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

*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**