



**Job Description: Administrative Assistant/
Income Certification Assistant**
Borinquen Court

The West Side Federation for Senior and Supportive Housing, Inc. (WSFSSH) is a community-based organization whose mission is to provide safe, affordable housing with supportive services within a residential setting which enhances the independence and dignity of each person. WSFSSH develops, manages, and provides housing for low- income older persons, many of whom live with mental illness and/or have experienced homelessness.

Under the supervision of the Borinquen Court Senior Property Manager (SPM) the Administrative Assistant/Income Certification Assistant is responsible for assisting the SPM in ensuring that all tenants, upon admission and annually thereafter, meet residency requirements with respect to income and entitlement verification so that they may remain in permanent housing and so that WSFSSH is in compliance with all applicable Low Income Housing Tax credit and HUD subsidy requirements. The Administrative Assistant/Income Certification Assistant will work to support WSFSSH's goal of helping residents to live permanently, with dignity, and as safely and as independently as possible. Specific duties include, but are not be limited to, the following:

INCOME CERTIFICATION:

- Assist SPM with issues of income verification, tax credit qualification, and general income certification to ensure tenant's continued residency.
- Assist SPM in working with residents to obtain and maintain proper verification documentation.
- Secure, assemble and submit to respective housing agencies income documentation for each resident according to all applicable regulations and program requirements.
- Assist SPM in certifying each resident following Low Income Housing Tax Credit (LIHTC) and HUD Section 8 subsidy requirements.
- Provide residents with assistance with entitlement renewal, including assistance with face-to-face interviews, as directed.
- Assist SPM with initial lease executions/amendments and lease renewals.
- Assist SPM in maintaining current, thorough, and accurate income verification files for each resident. Files and case records must be kept to WSFSSH, HUD, NEF, HPD, or other applicable allocating agencies standards.
- Enter applicant data information into RealPage electronic waiting list.
- Purge applicant electronic wait list and mailings as prescribed by HUD regulations.
- Prepare a variety of reports, including but not limited to: certified rent rolls, progress reports, certification reports, lease-up reports, income summaries, tabulation of tenant statistics and demographics, and other status reports.

ADMINISTRATIVE SUPPORT:

- Provide general administrative and office support to Borinquen Management Office.
- Answer telephones, take messages, and communicate urgent matters to SPM. Draft/type correspondence, emails, faxes, memos, notices.
- Scan and fax documents, and create/maintain updates of files on WSFSSH/Borinquen file server and/or tenant computer data base (s) in MS EXCEL, WORD, MRI and Word, as necessary and/or requested.
- Demonstrate proficiency in use of WSFSSH software applications, including Microsoft Word, Excel, Outlook, and MRI.
- Comprehensively document resident meetings, interviews and/or grievances.
- Assist with Spanish-to-English and English-to-Spanish translation and interpretation, as necessary, to ensure that Spanish-Speaking residents fully understand their rights and eligibility requirements.

OTHER:

- Maintain high level of care and respect for tenants at all times.
- Work cooperatively and respectfully with SPM and other staff members.
- Liaise effectively with Asset Management, Accounting, and other CORE staff members.
- Share information about tenant progress, needs and problems with other staff, as appropriate.
- Comply fully with all WSFSSH confidentiality guidelines, safeguarding confidential information at all times.
- Attend training sessions and conferences as required for enhancement of job skills.
- Implement emergency procedures, as necessary.
- Submit all relevant reports in a complete and timely manner.
- Assist others with duties, as directed.
- Remain flexible with scheduling as necessary to meet deadlines and accomplish site goals for certification and initial qualification of units for LIHTC/HUD purposes.

QUALIFICATIONS EXPECTED:

- At least 21 years of age.
- BA/BS College Degree or equivalent.
- Minimum of two years of experience working in the area of government entitlements.
- Prior experience working with homeless individuals and/or others with special needs preferred.
- Strong organizational skills and orientation to detail.
- Emotionally, mentally and physically able to perform job responsibilities.
- Able to speak, read and write English articulately; ability to speak and write Spanish helpful.
- Ability to safeguard confidential information with propriety within the framework of WSFSSH policies and all federal, state, and local laws and all allocating agency requirements.

Interested candidates should submit cover letter and resume to: positions@wsfssh.org.
Please indicate *Administrative Assistant, Borinquen Court* in the subject line of your email.