

# ADMINISTRATIVE COORDINATOR II

## - FSS COORDINATOR/PORTABILITY SPECIALIST



Housing & Human Services | Section 8

### JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Administrative Coordinator II is responsible for managing all aspects of the FSS program, including client recruitment, goal development, case management, and escrow tracking, while ensuring compliance with HUD regulations.

#### JOB OVERVIEW

##### PAY TYPE

Non-Exempt (Hourly)

##### SCHEDULE

Monday to Friday

##### SHIFT

8 a.m. to 4:30 p.m.

##### LOCATION

Housing & Human Services

##### REPORTS TO

Section 8 Administrator

##### PHYSICAL DEMANDS

Lift up to 25 lbs. (light)

##### WORK ENVIRONMENT

Frequent interactions with members of the public.

##### EMERGENCY EVENTS

Required to work during emergency events.

##### REQUIREMENTS

Valid Louisiana driver's license  
Housing Choice Voucher Specialist certification (must obtain within 1 year)

In this role, the incumbent will be expected to support low-income families by coordinating services that promote economic independence and reduce reliance on subsidized housing programs.

The Administrative Coordinator II will perform Housing Choice Voucher (HCV) functions, including eligibility processing, rent calculations, inspections, and portability management.

### JOB DUTIES

- Identify and distribute beneficial resources to FSS participants, such as educational programs, job fairs, and community services.
- Schedule and manage incoming portability placements and voucher issuance meetings.
- Schedule and conduct Family Self-Sufficiency (FSS) appointments, including goal-setting and progress reviews.
- Monitor and respond to emails, voicemails, and mail daily, ensuring timely communication with clients and stakeholders.
- Enforce tenant responsibilities and housing policies in accordance with program guidelines.
- Prepare client folders and maintain accurate case files, including documentation of counseling sessions and escrow activity.
- Coordinate monthly recertification and biennial inspection appointments.
- Update escrow interest upon receipt of financial data from accounting.
- Calculate and process interim, annual, and initial certifications.
- Complete housing applications and enter data into housing management software.
- Obtain and verify third-party documentation to support client eligibility and program compliance.
- Distribute quarterly goal progress questionnaires and create newsletters for FSS participants.
- Review and update the EIV unreported income report and generate client characteristic reports.
- Send annual escrow statements to FSS participants and ensure compliance with required ethics and sexual harassment training.
- Update escrow data in the HAPPY software system as needed.
- Notify FSS participants of new appointments and distribute relevant resources.
- Contact participants with expiring contracts to assess goal completion and schedule follow-up meetings.
- Issue violation and termination letters in accordance with program policies.
- Assist with new vendor setup and maintain application packets and mailers.
- Schedule special and initial inspections as required.

# ADMINISTRATIVE COORDINATOR II

## - FSS COORDINATOR/PORTABILITY SPECIALIST

*Continued from previous page.*

### JOB DUTIES CONTINUED

- Conduct rent reasonableness research and negotiate rental amounts with property owners.
- Perform Housing Choice Voucher (HCV) program functions for FSS and billable portability clients, including eligibility determinations, rent calculations, inspections, voucher issuance, and program compliance.
- Process billing changes and notify initial agencies for portability cases.
- Prepare reports and summaries of participant data, including escrow balances and program outcomes.
- Network with community agencies and participate in the Program Coordinating Committee to enhance service delivery and policy development.
- Assist with general office procedures and contribute to grant writing efforts.
- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Perform any additional task as required by Supervisor.

### SKILLS AND QUALIFICATIONS

- **Leadership Skills:** Ability to make clear decisions, communicate effectively, ensure compliance with regulations, and foster a collaborative and supportive work environment.
- **Time Management:** Ability to prioritize tasks, meet deadlines, handle multiple responsibilities simultaneously, and efficiently organize workflow to ensure timely processing and compliance.
- **Analytical Skills:** Ability to assess and interpret complex data, identify discrepancies, evaluate eligibility based on regulations, and make informed decisions regarding income calculations, tenancy approvals, and program compliance.
- **Communication Skills:** Must be able to clearly explain policies and procedures to applicants and landlords, effectively resolve complaints, write concise reports and documentation, and collaborate with team members and external stakeholders in a professional manner.
- **Organizational Skills:** Ability to manage and maintain accurate records, prioritize tasks efficiently, and ensure all documentation is completed and submitted on time while adhering to program deadlines and requirements.
- **Technical Skills:** Must be proficient in Microsoft Word, Excel, Outlook, and other Windows-based applications. Ability to use a ten-key calculator and proficient in mathematics for accurate data handling.
- **Qualifications:**
  - High school diploma or GED certification required.
  - One (1) year experience in the Housing Choice Voucher program preferred.
  - Knowledge of the HUD regulations and the HAPPY software preferred.

