

ADMINISTRATIVE COORDINATOR I

Housing & Human Services | Section 8



JOB RESPONSIBILITIES

Terrebonne Parish Consolidated Government's Administrative Coordinator I is responsible for the intake and processing of housing applications, eligibility determinations, and maintaining program compliance.

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 conduct intake interviews, update income verifications, assist with briefing sessions for applicants, and ensure they meet all requirements for voucher issuance.

The Administrative Coordinator I will manage tenancy approvals, negotiate rents, calculate income, and maintain household records in the system.

The role also involves handling annual recertifications, biennial inspections, and family changes, addressing tenant and landlord complaints, and investigating income discrepancies.

JOB DUTIES

- Process housing applications, verify eligibility, and conduct briefings for applicants.
- Assist in organizing and conducting briefing sessions for placement and voucher issuance meetings. The placement meeting ensures applicants meet eligibility requirements, while the voucher briefing informs applicants of program regulations, policies, and services.
- Process the Request of Tenancy Approval including determination of unit eligibility based on owner's most recent rent as compared to the PHA established payment standard.
- Conduct rent reasonableness and negotiate rental amounts as needed for initial contracts and renewals.
- Maintain accurate household data in the system, including demographics, income, and inspection dates.
- Ensure all documents completed, signed, and submitted within timeframe.
- Handle annual recertifications, lease amendments, and contract renewals.
- Schedule biennial inspections to ensure Housing Quality Standards are met.
- Process family changes, such as household additions or income adjustments, between reexaminations.
- Address and resolve tenant and landlord complaints, documenting actions and follow-ups.
- Investigate income discrepancies, set up repayment plans, and monitor payment schedules.
- Prepare portability packets for tenants transferring to other Housing Authorities.
- Enforce HUD regulations and manage violation, termination, and fair hearing processes.
- Provide administrative support and assist with receptionist duties when needed.
- Participate in quarterly One-on-One meetings with Supervisor.

JOB DUTIES CONTINUED

- Complete all required annual trainings—including ethics, harassment prevention, diversity, and cybersecurity—in accordance with organizational and regulatory standards.
- Ensure all duties and responsibilities are performed with integrity, professionalism, and in good faith, consistently upholding and protecting the interests, reputation, and assets of the Parish government.
- 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.

