



## Heading Home

**Job Title:** Housing Administrative Assistant  
**Program:** Heading Home  
**Reports To:** Executive Housing Director  
**Hours:** 40 hours

Exempt  Non-Exempt

### **Position Summary:**

The Housing Administrative Assistant will be responsible for filing all client and housing related information, entering into HMIS, track accounts payables, such as the rents, utilities, deposits, etc., and accounts receivables such as rents paid to Heading Home by program participants. In addition, this position is responsible for tracking the payment of motel vouchers; entering data and creating reports relating to admissions, services, and discharges from the Housing program. This position will work in two data systems, primarily: the Homeless Management Information System (HMIS) and FAMCare.

### **Essential Duties & Responsibilities:**

#### Clerical duties

- Responsible for updating and maintaining rent payables roster
- Responsible for completing check request forms for all client related expenses and providing them to the Housing Program Director for approval
- Responsible for collecting client rents and documenting rent payments in individual client accounts, utilizing Excel spreadsheets
- Reconciles monthly rents with information provided by the Heading Home Accounting Department
- Ensures that all documentation required is attached to the check request
- Ensures that all W9s for landlords are obtained
- Able to articulate matters related to accounts payables with landlords and resolve possible disputes
- Maintains client files
- Maintains contract files
- Enters all clients into FAMCare data base
- Enters all clients into HMIS

### **The responsibility of all Heading Home employees includes the following:**

- Always represent and promote Heading Home in a positive and professional manner.
- Maintain good attendance and punctuality in keeping with Heading Home Policies.
- Attend all staff and organizational meetings as required.

- Observe and practice safe work habits and practices in compliance with regulations, statures and organizational policies.
- Maintain client, resident, guest and organizational confidentiality in compliance with organizational policies and procedures.
- Read, understand and comply with all guidelines of the Heading Home Employee Handbook.

**Qualifications:**

To perform this job successfully, an individual must have excellent communication and interpersonal skills, must be able to think strategically, have an excellent aptitude for and high degree of accuracy with data entry, and a familiarity with running reports from (cloud-based or PC) software. HMIS certification or the ability to become HMIS certified. The requirements listed are representative of the knowledge, skill, and/or ability required. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions. Prior experience in data entry, or related field, and working with individuals experiencing homelessness and/or mental illness is highly desired.

**Education and/or Experience:**

This position requires a High School Diploma and a minimum of two years of administrative/office work experience. Must be able to perform with a high degree of accuracy

**Skills:**

- Excellent knowledge of Microsoft Word, Excel, and Outlook
- Ability to communicate effectively orally and in writing

**Other Requirements**

- Valid New Mexico driver’s license and reliable transportation.
- Ability to navigate stairs, ladders, ramps and uneven terrain.
- \*CPR/ First Aid Certification or ability to become certified within 30 days of hire.

This job description does not constitute an employment agreement between the employer and employee. This document is subject to change by the employer as the needs of the employer and requirements of the job change.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
 Administrative Clerk

Signature: \_\_\_\_\_ Date: \_\_\_\_\_  
Executive Housing Director