Title: Contract Administration Coordinator       Job Type: Non-Exempt ☐ Exempt ☐

Division: Housing Management       Job Grade: 3

Reports to: Senior Voucher Analyst

Job Purpose
The Contract Administration Coordinator interfaces with and provides administrative support to the voucher and special claims processing team. As the first point of contact for callers into the department, the Contract Administration Coordinator also performs customer service functions.

Essential Functions
- Enter and maintain assigned rent schedules in PHFA’s designated processing system and document management system, as needed.
- Date stamp, log and distribute incoming mail daily. Answer the phone and handle general inquiries relevant to the program.
- Transfer move-in files to the designated directory for further processing.
- Receive and distribute EIV penalty emails and weekly report to staff. Update and maintain internal spreadsheet.
- Monitor receipt of negative 811PRA voucher payments as necessary.
- Assist the Contract Administration Compliance Officer to set up site visits and obtain, organize, and index, desk review documents.
- Maintain data, including but not limited to, DUNS numbers, EIN numbers, UEI numbers, Owner/Agent and TRACS contact information in assigned systems, including data changes identified in the Tuesday report.
- Monitor assigned email boxes and follow-up on undeliverable emails and email addresses. Obtain and update accurate email addresses in the applicable systems and forward the undeliverable message to the accurate email address.
- Enter and index owner submission of special claims and all pertinent documentation as received to PHFA’s designated processing system and document management system.
- Prepare monthly data reports for subcontractor’s scheduled upcoming Management & Occupancy Reviews.
- Submit monthly, annual and other requested reports to HUD.
- Maintain department’s form letters and notify staff of changes as necessary.
- Work with applicable staff to update and maintain processing procedures manuals.
- Monitor applicable systems to ensure all voucher and special claims documents are indexed timely and notify staff to correct any discrepancies.
- Attend all requested meetings and trainings.
- Provide administrative support to Divisional staff when requested by the Director of Housing Management, Manager of Contract Administration and Senior Voucher Analyst.
• Complete any special assignments as requested by the Director of Housing Management, Manager of Contract Administration and Senior Voucher Analyst.

Job Requirements

• Business school education or two years practical working experience at an administrative level.
• Excellent computer proficiency (MS Office – Word, Excel and Outlook). Ability to operate standard office equipment and type efficiently and accurately. Willingness to learn new systems.
• Demonstrated ability to communicate effectively, both verbally and in writing with internal and external customers.
• Excellent phone manners and ability to project a positive image. Handle customer complaints and inquiries in a courteous/professional manner.
• Work independently, as well as with a team, as required.
• Demonstrated ability to plan and organize work efficiently and independently, completing assignments within parameters of instructions given, prescribed routines, and standard accepted practices.
• Demonstrated ability to maintain the confidentiality of all information gathered on behalf of the Agency and/or its partners, which is not otherwise available to the general public.

Travel

☒ None ☐ Light ☐ Frequent ☐ Other:

Working Conditions

• Ability to safely and successfully perform the essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
• Ability to maintain regular, punctual attendance consistent with the ADA, FMLA and other federal, state and local standards.
• Must be able to talk, listen and speak clearly on telephone.
• PHFA has a hybrid work environment. Specific remote and in-office work schedules will be determined by the direct supervisor.