Title: Contract Administration Coordinator  
Job Type: Non-Exempt ☐ Exempt ☐
Division: Housing Management  
Job Grade: 3
Reports to: Senior Voucher Analyst

**Essential Functions**

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. Specific duties include:

- Enter, maintain and index PBCA, TCA and 811 rent schedules in PHFA’s designated processing system and document management system, as needed.
- Date stamp, log and distribute all incoming mail daily. Answer the phone and handle general inquiries relevant to the program.
- Index 811 move-in files to PHFA’s designated document management system.
- Assist the Contract Administration Compliance Officer to set up site visits and obtain, organize and index desk review documents.
- Maintain the department filing system for reports, correspondence, vouchers, special claims, DUNS Certification and pertinent documents, etc.
- Maintain DUNS numbers, EIN numbers, Owner/Agent and TRACS contact information in PHFA’s designated processing system, email address distribution lists for mass emails sent to Owner/Agent and/or TRACS contacts, voucher tracking log, special claims tracking log and all other logs as assigned.
- Send mass emails, as directed, to inform Owner/Agents and TRACS contacts of HUD changes and submission procedure changes.
- Follow-up with Owners/Agents, as needed, to obtain documentation pertinent to Owner/Agent changes and contact changes for Section 8 Traditional Contract Administration (TCA) properties and other properties as assigned. Maintain address and contact information in the Agency database and notify all appropriate personnel of changes. Monitor iREMS for owner changes for TCA properties and other properties as assigned.
- Index owner submission of vouchers, special claims and all pertinent documentation as received to PHFA’s designated document management system.
- Prepare monthly data reports for subcontractor’s scheduled upcoming Management & Occupancy Reviews.
- Submit monthly, quarterly and annual reports to HUD.
- 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.
Education and/or Work Experience

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.

Physical Requirements

- 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.
- Maintain a daily physical presence at the office is required to collaborate with team members.