

Title: Contract Administration Coordinator

Job Type: Non-Exempt Exempt

Division: Housing Management

Job Grade: 3

Reports to: Senior Voucher Analyst

Job Purpose

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 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.
- Index assigned move-in files to PHFA's designated document management system.
- Monitor receipt and posting of assigned move-in records and maintain tracking spreadsheet.
- Prepare a monthly report of upcoming rent adjustments where utility data is needed to calculate the property's utility allowance and provide to Tech Services 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.
- RR Offset tracking – coordinate and contact HUD contact for approved figure, maintain spreadsheet and notify staff of approved figures each month.
- 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 PHFA's designated processing system and document management system.
- 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.
- Follow-up with Owners/Agents, as needed, to obtain documentation pertinent to Owner/Agent changes and contact changes for assigned properties. 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.

- 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.
- 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.

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.
- PHFA has a hybrid work environment. Specific remote and in-office work schedules will be determined by the direct supervisor.
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Travel

- None Light Frequent Other: