**ACTION-Housing, Inc.**  
**POSITION DESCRIPTION**

**Title:** Administrative Assistant  
**Department:** Weatherization  
**Reports To:** Assistant Administrator  
**FLSA Status:** Non-Exempt

---

**Position Overview:**

The Weatherization Assistance Program (WAP), the Crisis No-Heat Program, and their related services provide energy-saving home retrofits and/or emergency heating equipment repair/replacement to moderate-income families in Allegheny, Washington, and Greene Counties.

The first responsibility of the Administrative Assistant is to ensure that all program-required documentation is accounted for, is completed accurately, and is organized consistent with Agency and Department of Community and Economic Development (DCED) policies and procedures, and to work with management to ensure that clients receive the services they have applied for through our inspectors and sub-contractors.

**Duties of the Administrative Assistant may include:**

- Assist clients to complete applications for assistance and verifying that application information meets income, home-ownership and other eligibility criteria.
- Authorize initial, final, and QCI field inspections and review each for compliance – if assigned.
- Produce and deliver work orders to agency sub-contractors, receive completion documentation, and review each for compliance.
- Reconcile invoices and work orders.
- Create a complete and/or accurately audit the physical and electronic file records related to the Weatherization or Crisis/No-heat programs, and resolve outstanding documentation omissions.
- Data and document input into the DCED’s Hancock system, as required. Which will include reconciling invoices, uploading all Initial and Final/QCI Documents and anything else assigned.
- Other requirements as assigned by management.

*Duties are subject to change at management discretion to meet evolving program requirements.*

**Incumbent Requirements**

- Assoc. Degree in Office Admin or related area, and/or five years equivalent work experience.
- Experience in a document-driven compliance environment such as mortgage production, insurance claims management.
- Exceptional attention to detail and organizational skills.
- Computer literacy with proficiency in the MS Office program suite, particularly Word and Excel, as well as the ability to learn and navigate proprietary software.

**Behaviors**

- Interact professionally with clients and staff, as well as vendors and subcontractors
- Prioritize work efficiently based on relative importance.
- Work under deadlines.
- Anticipate and manage unforeseen circumstances
- Adapt to changes in program seasons and requirements.

---

Acknowledgement of Receipt: ___________________________ Date: ______________