

Administrative Associate – Rental Assistance Department

The Opportunity

This is an exciting opportunity to join the Community Development Corporation of Long Island (“CDCLI”), a growing, award-winning team at the forefront of the affordable and sustainable housing movement on Long Island.

CDCLI is a local administrator for New York State’s Housing Choice Voucher (HCV) program and a designated Public Housing Agency (PHA) by the United State Department of Housing and Urban Development. CDCLI Rental Assistance program enables the most financially challenged households to rent or purchase safe, decent housing in the private housing market by providing rental and homeownership assistance.

CDCLI’s Rental Assistance program oversees more than 9,000 Housing Choice Vouchers. These vouchers support individuals and families; veterans, seniors, households with young children, and individuals living with a disability.

Administrative Associates support efficient operations of the Rental Assistance program within a variety of program areas: Direct Voucher Services; Waitlist and Eligibility Review; Policy, Quality Control, and Repayments; and Subsidy Services. We are currently hiring for multiple positions; qualified applicants would be assessed for the best fit within available vacancies.

The ideal candidate will be extremely capable of performing the responsibilities below, be highly computer and technology literate, and thrive in a fast-paced, collaborative, and diverse team environment. Able to work in a hybrid work environment and meet the responsibilities of the position, and be committed to the mission of CDCLI.

Responsibilities

Below are responsibilities applicable to all Administrative Associates:

- Function as a point of contact for internal and external clients
- Provide excellent customer service
- Maintain files and records according to state and federal regulations
- Manage emails, letters, packages, phone calls, and other forms of correspondence
- Create and update databases and organizational records
- Follow regulatory and organizational protocols
- Update and maintain policies and procedures

- Draft and prepare letters, emails, and other various mass and individualized communications
- Review information/data for accuracy, completeness, and eligibility
- Work in close collaboration with other unit and department staff
- Additional duties as assigned

Qualifications

Required

- Bachelor's degree
- 2+ years of administrative experience
- Proficient in Microsoft Word, Outlook, and Excel (including mail merges and spreadsheet manipulation)
- Have experience utilizing customer relationship management software such as Salesforce, Emphasys, or other systems
- Ability to multitask with excellent time-management and prioritization skills
- Excellent critical thinking skills and attention to detail
- Proven ability to communicate effectively in person, in writing, and over the phone
- Ability to maintain confidentiality when dealing with sensitive information

Preferred

- Bi-lingual in English & Spanish
- Proven excellence as an office assistant, office administrator, or in another relevant position
- Computer proficiency in communication, collaboration, presentation, and office management technology (such as Zoom, and Microsoft Teams)
- Experience working in diverse and/or underserved communities, and in culturally attuned, trauma-informed service provision.
- Flexible work hours, including select evenings and weekends

What We Offer:

CDCLI is proudly offers the following benefits:

- Hybrid, in-person, and remote work environments
- Generous vacation, personal and sick time
- 12 Paid Holidays
- Paid Family Leave Policy
- Pension Plan
- 403(b) with employer contributions
- Medical, Dental and Vision insurance
- Short and Long-Term Disability
- Flexible Spending Accounts (FSAs)
- Employee Assistance Program

CDCLI is proud to be an equal opportunity organization. We celebrate it, we support it, and we thrive on it for the benefit of our employees, our consumers, and our community.