



**18 The Green**  
**Dover, DE 19901**  
**Phone: (302) 739-4263**  
**Fax: (302) 739-2086**

**DSHA NONSTATE JOB VACANCY**

**OPERATIONS SUPPORT SPECIALIST**

**SALARY RANGE:** \$21,761 - \$27,201 -- FULL-TIME

**OFFICE LOCATION:** Community Relations, 18 The Green, Dover, DE

**OPENING DATE:** December 27, 2011

**CLOSING DATE:** January 10, 2012

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This position is critical for providing coverage at a very busy front desk, assisting walk in clients, routing phone calls, answering questions and providing basic program information to visitors. Responsibilities also include general administrative duties.

**MINIMUM QUALIFICATIONS:**

Applicants must have education, training and/or experience demonstrating competence in each of the following areas:

1. Experience in office operations which includes operating office machines, handling incoming and outgoing mail, postal and shipping services, answering phones, directing calls and taking messages; file maintenance; maintaining and updating supplies.
2. Knowledge of data collection which includes collecting, compiling and maintaining data from multiple sources such as files, records, databases, customers, staff or others.
3. Knowledge of record keeping which includes maintaining records, logs, and filing systems.
4. Knowledge of using an automated information system to enter, update, modify, delete, retrieve/inquire and report on data.  
Minimum typing speed of 40 wpm

**PRINCIPAL ACCOUNTABILITIES:**

This position primarily supports the Community Relations section. Primary responsibilities include all aspects of administrative duties.

- Answers phones, directs calls and takes messages.
- Processes information to include sorting, coding, entering, modifying, deleting, filing and retrieving data; establishes new files and new filing systems; manages files; maintains control of data and conducts follow-up to maintain continuity of operations; purges and disposes of data/records.

- Interacts with the public, clients, vendors, agency staff and others to respond to inquiries and to process information and data. Schedules appointments and coordinates conferences, hearings, travel, and related office activities as required.
- Explains standard forms, policies, procedures, agency services, systems and basic program requirements; screens complaints and provides basic technical guidance; refers individuals to appropriate staff and other agencies, if applicable.
- Collects and compiles data to prepare reports; composes and types routine correspondence, documents, etc. as assigned.
- Operates office machines; handles incoming/outgoing mail as well as postal and shipping services as assigned; maintains and updates supplies.
- Performs other related duties as assigned.

**BENEFITS**

These include up to 15 days vacation and 15 days sick leave accrual, up to 13 paid holidays a year, liberal retirement benefits, health, dental, vision, short and long term disability, and life insurance plans as well as various supplemental benefit options.

**APPLICATION PROCEDURES:** Interested applicants must submit a current Delaware State Housing Authority Non-State application to **Human Resources** by the **closing date.** Application forms may be obtained on our website [www.destatehousing.com](http://www.destatehousing.com) (click on *About Us, Employment*) and sent to us via e-mail: [hr@destatehousing.com](mailto:hr@destatehousing.com), FAX: 302-739-2086, or regular mail to **DSHA HR, 18 The Green, Dover, DE 19901.**

**THE DELAWARE STATE HOUSING AUTHORITY IS AN AFFIRMATIVE ACTION AND EQUAL OPPORTUNITY EMPLOYER.**

**ACCOMMODATIONS ARE AVAILABLE FOR APPLICANTS WITH DISABILITIES IN ALL PHASES OF THE APPLICATION AND EMPLOYMENT PROCESS. PERSONS WITH DISABILITIES ARE ENCOURAGED TO CALL 739-4263 TO REQUEST AN AUXILIARY AID OR SERVICE.**

**DIRECT DEPOSIT OF PAY IS A CONDITION OF EMPLOYMENT. FAILURE TO AGREE TO PARTICIPATE IN DIRECT DEPOSIT WILL RESULT IN THE WITHDRAWAL OF OFFER OF EMPLOYMENT. DSHA HAS A LAG PAY SYSTEM.**