

RIHousing – Administrative Assistant

Salary - \$51,896.00 - \$62,276.00

Please note: This pay range represents the base annual full-time salary for all positions within this job grade. The actual salary offered will depend on factors such as experience and other job-related qualifications.

What we are all about:

We are seeking a dynamic professional to serve as the Administrative Assistant within RIHousing's Leased Housing Department. In this role, you will provide accurate, timely, and confidential administrative and programmatic support to help ensure the efficient operation of the department.

This is a hybrid position based in **Providence, Rhode Island**, where you will be an integral part of our **Leased Housing** team. The role is designed for in-person collaboration and active engagement within our office environment.

What you'll do daily:

This position performs a variety of administrative, accounting, reporting, and customer service functions in support of the Leased Housing Department. The Administrative Assistant must be flexible, highly organized, and able to establish priorities, manage multiple assignments, and work independently to complete projects.

Responsibilities include:

- Compile, prepare, and review monthly reports for the Housing Choice Voucher (HCV) program team, including reports from HUD Secure Systems (e.g., Enterprise Income Verification, Multiple Subsidy, Identity Verification, Immigration, Deceased Tenant, ADHOC from Inventory Management System/Public Information Center), and other program reporting systems to support program compliance, reconciliation, and payment accuracy.
- Assist with program-related administrative functions, including supporting the informal hearing process, investigating and documenting discrimination complaints in accordance with HUD guidance, and maintaining compliance with federal requirements.
- As needed, perform Housing Choice Voucher program functions, including income recertifications, interim changes, new admissions, and annual recertifications, in accordance with the RIHousing Administrative Plan and HUD guidance.
- Prepare routine correspondence; manage telephone and email inquiries; assist with incoming and outgoing mail; and coordinate department meetings and trainings, including the distribution of notes and required materials.
- Organize department events, coordinate with vendors, maintain supply inventory, and process related invoices.

- Provide backup support during extended absences, staffing gaps, and time-sensitive projects.
- Maintain confidentiality of sensitive information and ensure accurate handling of program and departmental records.
- Perform additional duties, data entry, digital file organization, customer service support, and specialized projects based on departmental needs and the incumbent's experience and expertise.

How you will make an impact:

- Strengthen internal and external relationships by representing RIHousing with professionalism, responsiveness, and a commitment to excellent service.
- Support continuous improvement by assisting with process improvements and initiatives that advance departmental goals.
- Ensure the Leased Housing and Rental Services team operates efficiently by providing dependable administrative and organizational support to the Director of Leased Housing and other program staff.
- Contribute to the success of the Housing Choice Voucher program by supporting daily operations, responding to evolving departmental needs, and providing reliable backup support when needed.

What success looks like in this position:

- Three to five years of administrative experience, preferably in property management or rental assistance
- Proficiency in the Microsoft Office Suite
- Strong written and verbal communication, organizational, and interpersonal skills
- Ability to manage multiple priorities in a fast-paced environment
- Ability to work effectively in a digital, paperless environment
- Business school certificate or Associate's degree preferred
- Housing Choice Voucher (HCV) certification preferred

Not sure if you meet all the qualifications? Let us decide!

Why RIHousing:

- Mission-Driven Organization
- Mentorship Program
- Lunch and Learn Series
- Employee Recognition Programs
- Dedicated Workforce
- Parking Stipend
- Medical/Dental/Vision/Life Insurance
- Paid Time Off

- Retirement Options
- Flexible Work Hours
- If Position Eligible, Future Hybrid Work May Be Available
- Education Reimbursement
- Onsite Fitness Classes
- Volunteer Days
- Winner of “Best Places to Work” 2016, 2018, 2019, 2021 – 2026
- Greater Providence Chamber of Commerce Worksite Health Award 2013 – 2026
- PBN's Healthiest Employers of RI 2025 & 2026

About RIHousing:

RIHousing works to ensure that all people who live in Rhode Island can afford a healthy, attractive home that meets their needs. RIHousing provides loans, grants, education, and assistance to help Rhode Islanders find, rent, buy, build, and keep a good home. Created by the General Assembly in 1973, RIHousing is a self-sustaining corporation and receives no state funding for operations.

Please apply through our career site: <https://www.rihousing.com/careers/>

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