



POSITION DESCRIPTION

Position: Administrative Assistant
Program: Multi Family/ Senior Housing
Reports to: Community Administrator
Status: Non-exempt
Date Revised: 02/10

POSITION SUMMARY:

The Administrative Assistant is responsible for assuring quality service in a safe, non-judgmental manner to all clients, visitors, and employees compassionately and professionally as it relates to the specific administrative job duties. Objectives include clerical support to the Community Administrator, as well as providing professional direction and guidance to residents, visitors and staff as required. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

OBJECTIVES/ACTIVITIES:

- A. Responsible for performing daily work requirements to achieve established objectives of the property site office.
 - 1. Greet the public and provide assistance to all walk-in visitors to the property.
 - 2. Receive all incoming calls, answer questions for clients, visitors and staff, and direct calls as needed.
 - 3. Order, distribute and maintain office supply inventory.
 - 4. Organize and maintain cleanliness of copy room, board rooms, reception area, and break room.
 - 5. Open and distribute mail.
 - 6. Maintain maintenance contracts and scheduling repair of office machines, i.e. printer, fax, postage machine.

- B. Perform daily responsibilities for the needs of the property and residents.
 - 1. Process applications, certifications and recertification, complete lease packet, calculate rent, and prepare all documents in accordance with the regulatory agency's specifications and Fair Housing laws.
 - 2. Responsible for collection of rents from property residents
 - 3. Responsible for collection of rents from property residents
 - 4. Maintain resident and property files and waiting lists.
 - 5. Assist with other projects as assigned by Community Administrator.

- C. Provide clerical assistance to the Community Administrator
 - 1. Prepare files.
 - 2. Order meals for meetings, set up rooms, and work with outside providers for meal deliveries.
 - 3. Make flight and hotel reservations.
 - 4. Create spread sheets and reports as requested.
 - 5. Copy, fax and distribute documents for Community Administrator as requested.
 - 6. May perform other duties as assigned.

D. Responsible for self-development

1. Continually learn and enhance technical and interpersonal skills.
2. Attend staff meetings/assigned training seminars and complete required certifications as needed to perform duties.

EQUIVALENT EDUCATION AND EXPERIENCE:

This position requires demonstrated ability to communicate and comprehend oral and written instructions and to provide services to clients without ethnic or social prejudices. It requires general knowledge of issues and challenges unique to seniors and persons with disabilities. A minimum of a high school degree is required. One year of apartment management experience and knowledge of Fair Housing Laws, and state landlord/tenant rights and obligations is required. Certified Occupancy Professional, CMH designation, and or tax credit certification preferred. Necessary office skills include proficiency with computers, especially data entry using Excel and Word Processing. The position requires demonstrated ability in record keeping, mathematical comprehension, good written and verbal communication skills, ability to provide a kind and welcoming environment to all visitors and a polite telephone demeanor.

SPECIFIC SKILLS REQUIRED:

Teamwork skills
Oral and written communication skills
Computer skills
Ability to type a minimum of 40 wpm
Organizational skills
Analytical and decision making ability

PHYSICAL REQUIREMENTS

Lift and move up to 25 pounds
Physically able to safely maneuver weight distribution of office supplies
Stand, walk, bend, stoop, and sit frequently
Kneel occasionally

NATURE OF SUPERVISION RECEIVED:

Daily activities are many times performed independently with accessible guidance and direction from the designated lead. This person must be able to function both independently and in a team environment working towards attainment of operational goals.

SUPERVISION EXERCISED:

This position does not supervise, however, may be delegated training and lead responsibilities to temporary clerical support as needs may require.

RESPONSIBILITIES FOR BUSINESS CONTACTS:

This position requires daily contact with visitors, residents, and all levels of staff. The Administrative Assistant is responsible for promoting company image and adhering to company practices and procedures, while establishing and maintaining good working relationships with all individuals with whom he/she interacts. Tact, discretion, and resourcefulness are required at all times.

FINANCIAL RESPONSIBILITY:

Minimal, however, errors in receipts and distribution for accounting purposes can have major impact.

NUMBER OF EMPLOYEES

No employees report to this position.

This job description does not constitute a written or implied contract and may be changed as business needs arise.

Indicate anything that would keep you from meeting the job duties as outlined above.

Employee Signature _____ Date Signed: _____