

## **POSITION DESCRIPTION**

Position Title: Office Assistant  
Reports To: Community Administrator  
Program: Housing  
Status: Non- exempt  
Date Prepared: 01/2020

### **POSITION SUMMARY:**

The Office Assistant provides prompt and efficient administrative support to the Community Administrator and helps coordinate all activities related to the smooth and efficient operation of the property and management office. Assume responsibility for the property in the Community Administrator's absence. Work is performed in a cost effective and service oriented manner as it relates to established organizational standards.

### **OBJECTIVES/ACTIVITIES:**

#### **A. Administrative Support**

1. Handle correspondence, telephone contacts and incoming mail in a professional and expedient manner.
2. Ensure that accurate and professional letters, documents and other materials are produced within established periods.
3. Greet visitors, screen incoming calls, schedule appointments and play an active role in organizing and prioritizing required activities.
4. Assist with property reports and projects. Organize research and gather required data as necessary.
5. Establish and maintain relationships with other staff members.

#### **B. Marketing and Leasing**

1. Develop and maintain customer relationships.
2. Assist in development and placement of advertising.
3. Greet drop-ins.
4. Respond to inquiries.
5. Present property and apartments in a manner consistent with the image of property and relevant to prospect.
6. Assist in lease renewal process.
7. Assist in recertification process.

#### **C. Resident Management**

1. Establish and maintain relationships with current residents.
2. Assist in collection of late rent and other monies due.
3. Assist with move-in move-out procedures.
4. Assist with follow-up calls and maintenance requests.
5. Assist with bank deposits.
6. Must maintain confidentiality with tenant information.

#### **E. Additional responsibilities**

1. Prepare and maintain HUD/Tax Credit files for tenants.
2. Maintain compliance with Property and VOA policies and procedures.
3. Ensure that all duties are carried out in a timely and orderly fashion so that the property functions in the most efficient manner possible.

4. Other duties as assigned.

**EDUCATION AND EXPERIENCE:**

Minimum of a high school diploma required. This position requires outstanding communication skills and ability to comprehend oral and written instructions. The successful candidate must be able to interact and to work with a wide range of tenants in a non-judgmental manner. Ability to work independently. Knowledge/experience with Tax Credit and HUD programs required. Ability to maintain a high level of accuracy in preparing and entering information. Computer and internet skills and literacy required. Must maintain a professional demeanor and appearance at all times. Experience working with geriatric population preferred. Must be willing to travel to other sites at the discretion of the Community Administrator. Valid California driver license and ability to meet organizations insurance carrier guidelines required. Must undergo a criminal background check.

**SPECIFIC SKILLS REQUIRED:**

Excellent customer service skills  
Teamwork skills  
Oral and written communication skills  
Excellent time management and organizational skills  
Ability to manage several tasks at one time  
Analytical and decision making ability  
Display a great deal of patience, consideration, and tact when working with tenants, families, visitors, and other community members.

**PHYSICAL REQUIREMENTS:**

Lift and move up to 25 pounds  
Stand, walk and sit frequently  
Climb stairs where programs have more than one level  
Bend, stoop and kneel frequently

**NATURE OF SUPERVISION RECEIVED:**

Daily activities are many times performed independently with accessible guidance and direction from the Community Administrator. The candidate must be able to function both independently and in a team environment working towards attainment of operational goals and contract compliance.

**SUPERVISION EXERCISED:**

The position does not supervise, however, may be delegated training and lead responsibilities as the program needs may require, especially in the absence of the Community Administrator.

**FINANCIAL RESPONSIBILITY:**

Substantial financial loss through loss of business contracts is possible.

**NUMBER OF EMPLOYEES:**

No employees report to this position.

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

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

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Employee signature: \_\_\_\_\_ Date signed: \_\_\_\_\_