

Title: Administrative Assistant
Supervisor: Assistant Director

Job Statement:

Performs a wide variety of duties of reception and administration duties for the Central Office Cost Center (COCC), Housing Choice Voucher Department and Public Housing application intakes.

Job Description:

1. Greets clients and provides information – Answers the telephone; provides information and assistance; takes and relays messages or directs calls to appropriate personnel; returns calls as necessary and receives / sends fax messages
2. Coordinates the use of community space meeting room. Schedules facility set-up / clean-up for planned events.
3. Manages office supply orders for COCC and stocks with inventory.
4. Order office supply requests received from all GMAHA property manager and assistants.
5. Ensures reception, waiting areas and bathrooms are tidy and presentable for clients.
6. Updates bulletin board information in the main hallway and office areas as directed. Posts meeting and other notices on entrance doors as needed.
7. Assists with the preparation, submission, receipt and filing of a variety of reports.
8. Receives payments and issues receipts. Assists in the preparation of resident statements, notices, and other correspondence.
9. Assists with a variety of mailings, notices, faxes, contact calls, inquiries on programs, reports, and filings.
10. Post notices on entrance doors for holidays and staff meeting closings.
11. Create monthly Public Housing newsletter to be distributed to tenants by the beginning of month updating with site information and community resources.
12. Contributes to team effort by accomplishing other duties as assigned.
13. Ensures the office building is clean and tidy, including vacuuming, dishes, cleaning messes, wiping down tables/desks/windows, etc.

Qualifications and Knowledge

- Must have an Associate's Degree or equivalent experience of 4 or more years of office management or similar job position.
- Must possess knowledge of contemporary office practices, procedures and techniques; spelling, vocabulary, math and grammar skills appropriate to the level of the position; use and operation of personal computers and standard office software, other office resources and equipment including phones and telecommunication systems, fax machines, copy machines, scanners, typewriter, adding machine, etc. IT knowledge and experience a plus
- Working knowledge of Microsoft Office Excel, Word, and Outlook is required.
- Ability to carry out oral and written directions.
- Ability to communicate clearly and concisely orally and in writing.
- Ability to deal effectively with situations that require tact and diplomacy, yet firmness.
- Ability to maintain confidentiality.
- Bondable.

The employee performs routine duties following established HUD and Authority guidelines. Routinely the employee makes decisions concerning residents or maintenance problems using personal judgment based on prior experience. Situations not covered by guidelines are referred to the supervisor or handled independently, depending on the circumstances.

Potential Candidates Must

- Ability to work independently and harmoniously with other staff members
- Multi-task and prioritize workload
- Communicate effectively both verbally and in writing
- Prepare comprehensive reports
- Lift items of up to 25lbs in weight
- Occasionally travel for training

The above statements reflect the general details necessary to describe the essential functions of the position and may not be construed as a detailed description of all the work requirements that may be required during your employment. Your signature below constitutes your acceptance and understanding of the essential functions and requirements of this position. This does not create an employment contract or any promise for any term or condition of employment or otherwise alter the at-will employment relationship.

Signature

Date

Print Name
