



Job Description
Job Title – Administrative Assistant
(Residential Site)

Nature of Work:

The Administrative Assistant reports directly to the Property Manager. The Administrative Assistant sets the mood for the building, being the first contact for residents and visitors. The Administrative Assistant must be dependable and generally familiar with the building's policies and procedures.

Job Essentials:

- Commitment to core values of Excellence, Compassion, Stewardship, and Inclusiveness.
- Possess the ability to comprehend the importance and confidential nature of all information.
- Use of proper English with correct grammar, vocabulary, spelling, and punctuation.
- Prioritize and manage multiple tasks to meet specific deadlines.
- Be a highly motivated team player with excellent communication, time management, and organization skills. Careful attention to detail required.
- Exercise mature judgment and diplomacy in dealing with complaints and concerns from residents and members of the public.
- Able to self-start and prioritize work, along with enthusiasm for working collaboratively.
- Reliable transportation and possession of valid driver's license. May be required to commence the workday at different locations.
- Possess math skills for adding, subtracting, multiplying, and dividing sufficiently to perform job duties.
- Possess the dexterity to use a computer, telephone, and other office equipment.
- Must be able to hear with or without amplification devices.
- Able to lift 10 pounds.

Job Duties:

- Answers all telephone calls and provides general information in a courteous manner, via telephone and in person, regarding types of housing the organization provides, available units and resident selection procedures.
- Performs programming maintenance and updates for the copier, telephone, and other office equipment.
- Collects rents and other resident payments and issues accurate receipts; makes bank deposits; and posts payments received timely and accurately into our tenant software program. Timely submits reporting on these activities to the finance department.
- Timely and accurately creates and prepares all correspondence and documentation (i.e., leases, residents lists, notices, reports, newsletters, etc.). Copies and prints office forms and literature for distribution.
- Timely sorts, date-stamps and distributes incoming mail. Prepares correspondence for outgoing mail.
- Accurately monitors petty cash, postage, checks, forms, etc., and orders all office supplies for the site office on a timely and as-needed basis.

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- Maintains and timely updates office files, including daily filing of correspondence, handling of maintenance request forms and all other items.
- Informs new and potential applicants of residency requirements. Assists the applicants, as needed, in the completion of the housing application. Conducts pre-screening of applications received to ensure all required information is listed and the required attachments are complete.
- Processes prospective residents' applications. Submits necessary forms for verifications (i.e., income, assets, other) and follows up on same.
- Conducts lease briefings with new residents, prior to move-in.
- Readies and prepares Certification and Move-In packets.
- Processes various reports and assists with program activities, when necessary.
- Demonstrates a willingness to learn new skills and techniques. Displays a teachable attitude when learning a new skill.

Other Duties:

Other duties as assigned by the Property Manager, and/or a member of the Executive Leadership Team. Please note, this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.

Education and Experience:

- High school diploma or GED required.
- Specialized training in office procedures and/or bookkeeping preferred.
- At least two years' experience in administrative work, experience in a real estate or social services agency preferred.
- Fluency in English/Spanish is preferred, but not required.
- Experience working with persons with disabilities and the elderly is preferred.
- Strong computer skills in Microsoft Windows environment, including Outlook, Word, Excel, and PowerPoint, and in database management and record keeping.
- Well-developed interpersonal skills, time management and crisis management skills; organization and prioritizing abilities; attention to detail and accuracy; and sound judgment and reasoning ability.

Work Conditions:

This job operates in a building containing multiple housing units. This role routinely uses standard office equipment such as computers, telephones, photocopiers, and filing cabinets. This is a smoke-free environment.

Physical Demands:

While performing the duties of this job, the employee is regularly required to talk and hear. The employee frequently is required to stand, walk, use hands to finger, handle or feel, and reach with hands and arms. The employee will be seated for long periods of time.

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Supervisory Responsibilities:

The Administrative Assistant does not perform any supervisory duties.

FLSA Status: Non-Exempt

Signature:

The employee signature below constitutes the employee's understanding of the requirements, essential functions, and duties of the Administrative Assistant position.

Employee

Date