

BATH HOUSING

Job Description

Position Title:	Administrative Assistant
Department:	Administration
Reports To:	Director of Administration
Supervises:	N/A
Oversees:	N/A
FLSA Status:	Non Exempt
Last Revised/Approved:	May 2018
Pay Grade	7

POSITION SUMMARY:

This position serves as the first impression for an organization that serves to enhance housing stability. This position is responsible for providing internal and external customers with a high level of customer service, administrative, and general office support in a progressive team environment for multiple affordable housing programs.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Provide superior administrative support to all departments, maintaining comprehensive filing systems, preparing, distributing, and maintaining reports and correspondence.
- Ensure efficient administration of office related functions, such as mail distribution.
- Provide assistance to applicant inquiries related to eligibility determination, program selection, and general process guidance, referring applicants to outside agencies as appropriate.
- Assist with current waitlist for all properties, including annual update per Agency policy, tracking, and documentation as necessary.
- Assist with Agency monthly utility consumption and cost collection and reporting.
- Collection of monthly resident rents and recording receipt of payments for all agency programs.
- Assist with processing of agency payables and receivables.
- Assist Executive Director with Board Meetings, Trainings, and mailings and other meetings as requested.
- Maintain and order office supplies as necessary.
- Make timely deposits to the appropriate banking institution.
- Ensure orderly and professional appearance of office, including conference rooms, kitchen areas, and lobby.
- Assist with participant and resident recertification activities as assigned.

NON-ESSENTIAL DUTIES AND RESPONSIBILITIES:

1. Performs other related tasks as required.

GENERAL EXPECTATIONS:

1. Ability to read and understand rules and regulations set forth by Bath Housing Authority.
 2. Ability to communicate clearly and concisely and in a positive and productive manner, both verbally and in writing, with all levels of the Agency staff, landlords, community partners, tenants, etc.
 3. Ability to establish and maintain effective working relationships with program participants, residents, and all Bath Housing personnel.
 4. Ability to model and promote a culture of strong customer service.
 5. Ability to maintain confidentiality in all assignments.
 6. Ability to respond to all situations in a calm controlled manner.
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PHYSICAL REQUIREMENTS:

The physical requirements described here are representative of those that must be met by the Incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical

- Strength: Must be able to occasionally lift, pull and move up to 15 pounds.
- Manual Dexterity: Must have the ability to frequently operate equipment listed below and frequently perform moderately difficult manipulative tasks including data entry, writing and filing.
- Coordination: Must be able to occasionally drive a car.
- Mobility: Must be able to frequently sit for long periods of time and occasionally walk, reach with hands/arms and climb stairs.
- Speech: Must be able to continuously articulate and communicate clearly and precisely when giving directions or interacting with staff, professionals, government officials, partners, property owners, boards, clients and contractors.
- Emotional Stability: Must be able to continuously deal effectively with stress created by personnel issues, multiple tasks, noises, interruptions and multiple priorities and work cooperatively as part of the team while maintaining a pleasant, professional demeanor.

Sensory

- Vision: Must be able to continuously read small print and adjust focus.
- Hearing: Must be able to frequently receive verbal instructions, communicate with others and answer a phone with some background noise.

Cognitive

- Concentration: Must be able to continuously concentrate on fine details with frequent interruption.
 - Attention Span: Must be able to frequently attend to tasks, meetings and seminars for more than 60 minutes at a time.
 - Conceptualization: Must be able to frequently understand and relate to several ideas at a time and interpret a variety of instructions furnished in written or oral form.
 - Memory: Must be able to continuously remember multiple verbal and written tasks/assignments over long periods of time in order to coordinate multiple projects while following company policies and government regulations.
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WORK ENVIRONMENT:

The work environment characteristics described here are representative of those the incumbent encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasional exposure to dust in storage areas.
- Noise level is usually moderate.
- Frequent exposure to VDT radiation.

EQUIPMENT USED:

- Phones, computer, copier, printer, fax, assorted office supplies
- Automobile

QUALIFICATIONS NEEDED FOR POSITION:

Experience and Skill Requirements: The following requirements and skills are considered essential:

- Ability to work with the public.
- Ability to organize work.
- Basic math skills.
- Excellent written and oral communication skills
- Ability to make sound decisions and effectively resolve conflicts

Education/Skill Requirements: The following education requirements are considered essential:

- High School Diploma.
- Minimum two years' experience working in an office setting.
- Excellent customer service skills.
- Excellent keyboard skills and proficiency in major office software applications.
- Ability to learn Agency specific software programs.
- Must have a valid driver's license.

** All requirements and skills are considered to be essential, unless otherwise indicated. **

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature

Date

Supervisor Signature

Date