



## ADMINISTRATIVE ASSISTANT JOB DESCRIPTION

Updated OCTOBER 2024

**FLSA Status/Grade:** Non-Exempt

**Grade:** Administrative Assistant I, Grade 15; Administrative Assistant II, Grade 16;

**REPORTS TO:** Housing Program Manager

### **Overview:**

The Administrative Assistant serves as a member of the HHA administrative services team providing customer service to the public and both clerical and technical support to program and management staff. Duties include greeting the public, answering the phone and responding to questions and requests for information, operating office equipment, using desktop software, maintaining records, handling mail, and performing general cleaning as required to include but not limited to vacuuming waiting room and copier room and keeping the office area wiped down and free from clutter.

The Administrative Assistant position reports to the Housing Program Manager and does not directly supervise any positions.

### **ESSENTIAL DUTIES AND FUNCTIONS**

#### **A. Reception and Public Contact 30% of time**

1. Greet visitors, answer questions about agency services including explaining eligibility requirements and procedures to apply for services; refer individuals to other community housing and shelter agencies.
2. Answer the phone and take messages, route calls and messages to appropriate staff.
3. Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders, and address complaints.
4. Schedule appointments and maintain calendar for program staff.
5. Ensure voicemail messages are being answered in a timely manner.
6. Organize and maintain a clean workspace by vacuuming daily, changing out trash, wiping down surfaces in the office, break room, and lobby areas.

#### **B. Clerical 30% of time**

1. Open, date, stamp, and sort mail and route to appropriate destinations; sign for receipt of packages.
2. Prepare documents and offline publicity and correspondence to include flyers and public announcements.
3. Prepare material (notices, bills, newsletters, brochures, correspondence, etc.) for mailing by addressing and stuffing envelopes, printing and affixing labels and applying postage with postage machine; deliver mail to the post office.
4. Compile, copy, sort, and file records of office activities, business transactions (e.g. paid bills), and other activities, including sending and receiving faxes; build and deliver monthly board of commissioner information packets.
5. Provide support on operation and maintenance of HHA phone system to include update phone messages for the auto attendant on phone system. Also assist staff in updating messages.
6. Receive requests for repairs from tenants, set up maintenance work orders in computer system by entering pertinent data, printing, and routing the work order to the Facilities Manager; file work order documents upon completion of the work by the maintenance staff.
7. Use Word and Excel to prepare documents, record information and maintain records (e.g. water, electricity, and gas usage by living unit; resident pet information.)

**C. Housing Choice Voucher and Low Public Housing Programs and Admissions** **20% of time**

1. Schedule and mail notifications to tenants for Housing Quality Standard (HQS) and National Standards for the Physical Inspection of Real Estate (NSPIRE) inspections and Annual Rent Reviews (ARR).
2. Monitor mailboxes and emails as requested to assist Housing Choice Voucher (HCV) Specialist(s) in corresponding with customers and tracking deadlines.
3. Process Good/Bad Letters for Admissions Specialist.
4. Provide information, explain requirements, and provide forms and instructions to assist potential residents with application process & add applications to Yardi waitlist.
5. Assist with & create Public Housing files.
6. Assist with LL & Personal reference letters.

**D. Administrative Operations** **10% of time**

1. Maintain databases, spreadsheets, and work processing software tools. Perform daily accounting transactions, such as accounts payable, and related financial filing and tracking utility bills.
2. Assist with physical inventory of office supplies or other account tracking duties.
3. Perform data collection, filing, and communicating with partners or vendors to assist in the organization and administration of procurement.
4. Coordinate vendor services to include office supplies and office equipment such as copier maintenance and ink supplies.

5. Coordinate office management tasks to improve efficiencies through review and organization of business processes.
6. Serve as resource for HCV and Low Public Housing programs for client questions and provide assistance in explaining programs, and services. (landlords, tenants and maintenance questions.)
7. Coordinate projects among staff and partner agencies.

**E. Other Duties as Assigned**

**10% of time**

Perform any additional duties as assigned by Executive Director and/or Housing Program Manager or their designees which can include:

- Providing backup for other staff, attend meetings and training, and perform special projects as required.
- Attending training and education opportunities when necessary, recommended, or otherwise assigned to meet changing needs.
- Support public meetings and events as directed (arranging facilities, refreshments, and documents, etc.)

Duties and responsibilities may change based on experience of the candidate selected.

**SPECIAL NOTATION**

Requirements for possible advancement to Administrative Assistant II are in the Career Advancement Policy. Advancement is at management's discretion. See separate documents (Administrative Career Advancement Policy and supplements) regarding differences between Administrative Assistants I and II.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS**

**Demonstrated Knowledge of:**

The methods and procedures of word processing, utilizing spreadsheets, data management, general office procedures, and the use of common office equipment. Must develop knowledge of HHA facilities and equipment and advanced knowledge of Microsoft Word functions (including mail-merge).

**Demonstrated Skills and Abilities in:**

Communications and Teamwork: Ability to establish and maintain cooperative working relationships with all those contacted in the course of work to include fellow workers, community members, tenants, and board members; and to communicate effectively in writing to produce clear, concise, and accurate correspondence, presentations, and reports. Strong verbal, written and interpersonal communication skills, strong facilitation skills and strong conflict resolution skills.

Self-development: Including continuing education in new methods, materials, and personnel practices to learn and apply federal and state laws and rules regarding business practices and HHA programs.

Efficiency and Effectiveness: To plan, organize, prioritize, and coordinate workflow; work independently and meet multiple deadlines; attention to detail and accuracy. Ability to set priorities and work independently.

Adaptability to changes and problem-solving skills: To define problems, collect data, analyze and establish facts and draw valid conclusions, deal with abstract and concrete variables. High ethical standards and values and demonstrated good judgement.

Software Skills: Microsoft Office Suite, including Word, Excel, Outlook and PowerPoint; Windows based applications; search engines (Google, Firefox, Edge); databases; web-based systems; and web page maintenance.

**Qualifications:**

A combination of education and experience equivalent to completion of high school and one year of office experience; must maintain a valid driver's license.

Experience in Business English, spelling, punctuation, grammar and writing skills.

An acceptable criminal history check. Certain convictions (e.g., felonies involving violence, distributing manufacturing drugs, theft/embezzlement, etc.) may preclude employment.

**WORK ENVIRONMENT**

Normal work hours: Generally, an 8-hour shift; Monday through Friday between the hours of 7 a.m. and 7 p.m. This position is exempt and will work at the direction of the executive director and may be requested to work longer than a 40-hour work week during varied hours.

Majority of time is spent indoors in an office environment. Must be able to work in a typical environment using office equipment for at least forty (40) hours per week. Must be able to stand at office equipment or worktable for a period of time no less than one hour. Must be able to sit at desks and computer terminals for a period of time no less than six hours. Must be able to lean, kneel, rise and twist to retrieve files from a standard file cabinet.

**COMMITMENT TO SERVICE**

Employees of the Helena Housing Authority are expected to achieve the highest standards of personal and professional work performance in commitment to serving HHA's constituents and the Helena community in general. Ability to work in a team, be transparent in written and verbal communication, and show respect and care for people from a wide variety of backgrounds is needed daily.

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**EMPLOYEE SIGNATURE**

**DATE**