

Office/Administrative Assistant

Reports to: Property Manager and Executive Director

Qualifications:

- Minimum – High School Diploma or Equivalent, Associates Degree or Higher is preferred
- Experience with Microsoft Office, Google Workspace, Outlook and/or G-mail, Accounting programs/procedures.
- Must have a Valid Tennessee Driver's License.
- Must be eligible for coverage under the housing authority fleet auto insurance.
- Two years full-time related job experience and/or higher education classes completed.
- Must be able to operate computer, calculator, copier/printers, fax machine.
- Must meet all pre-employment and job-related testing standards.

Purpose Statement:

The Office/Administrative Assistant works under the direction of the Property Manager and Executive Director to perform a variety of clerical and support duties, greets and interacts with the public, works cooperatively and communicates appropriately with all employees, residents, vendors and performs other duties assigned. The Office/Administrative Assistant is expected to perform duties with minimal instruction and supervision.

Essential Duties and Responsibilities:

- Provide a variety of clerical duties including filing, typing, and answering phone calls
- Greet visitors and determine the nature of business, as well as direct visitors to destination
- Transcribe or compose drafts, memorandums, communication, and other correspondence materials
- Pick up and drop off all postal mail and distribute postal and internal mail
- Accepts applications from potential residents with required documentation and inputs into computer system.
- Manages the waiting list by updating applicant information as required by purging ineligible, inactive and withdrawn applications.
- Provide accurate information regarding application procedures, waiting lists and qualifications to both callers and walk-in clients.
- Take work orders from residents, inputs into computer and report emergency orders to the Maintenance Supervisor immediately.
- Collects Rent and other charges on a daily basis, maintains accurate files and ensures security of confidential resident records.
- Prepares end of day reports and deposits of receipts collected daily. Provides administrative support as needed.
- Maintains accurate files for the Maintenance Supervisor.
- Receives, sorts, and distributes mail and faxes in a timely and accurate manner; processes outgoing mail.
- Assist the Property Manager involving inspections, annual re-examinations and move-in's as instructed.
- Maintains administrative supplies as necessary (paper, envelopes, ink, etc.). Reports to the Financial Manager for procurement.
- Other duties assigned/requested by the Property Manager or Executive Director

Required Skills

- Must have a pleasant, helpful, professional demeanor with a positive can-do attitude and the ability to "think on feet" when dealing with callers and visitors.
- Must be an excellent manager of time, an effective multi-tasker, and be able to organize work load for top efficiency.
- Must have the ability to communicate effectively in English both orally and in writing.
- Must be experienced in dealing directly with the public to include the ability to calmly and effectively deal with unpleasant, angry or discourteous individuals and high stress situations while maintaining composure, keeping emotions in check, controlling anger and avoiding aggressive behavior.
- Must have the ability to make rent collections and change rapidly without mistakes.
- Ability to follow verbal and/or written instructions.

Capacity and Ability Requirements:

The usual job demands require the following physical requirements: some lifting, carrying, pushing, pulling, stooping, kneeling, and physical dexterity. Vision abilities required by this job include close vision and the ability to adjust focus. The employee will often be required to work with limited supervision and/or work cooperatively with others. Ability to apply common sense approach/understanding to carry out detailed but uninvolved written or oral instructions.

Terms of Employment:

Employees are considered employees-at-will. Pay will be based on hours worked for each pay period.

A potential employee may be required to complete a background check, drug screen, and department of motor vehicles (DMV) check.

Note: This job description contains wording of a general class of positions within the office of Rogersville Housing Authority. The description contains examples of duties and responsibilities which may or may not be considered to be "essential functions" to a particular job or position within this department.



The Rogersville Housing Authority is an Equal Housing Opportunity. No person shall, on the grounds of race, color, sex, religion, national or ethnic origin, familial status, sexual preference, gender identity or disability be excluded from participation in, be denied the benefits, or be otherwise subjected to discrimination under the Rogersville Housing Authority's programs.