

# JOB DESCRIPTION FOR THE ADMINISTRATIVE ASSISTANT

Administrative Assistant Job Description

Collect Rents and Write Rent Receipts

Use of the HDS Software

Answer Telephones

Ability to type reports and APHC Communications

File documents

Manage web page

Prepare newsletter

Advocate Public Housing

The Administrative Assistant assists the Executive Director in the day-to-day administration and management of the APHC's housing programs under the direction of the Housing Commission.

The Administrative Assistant performs duties with only moderate supervision following established procedures and deadlines. The Administrative Assistant has limited latitude to make decisions regarding priorities for both routine schedules and responses to non-routine and emergency situations. Responsibility for judgment, thoroughness and competence is most important due to potential disruption of Commission operations, monetary loss or adverse public relations.

The Executive Director shall provide day to day supervision of the Administrative Assistant. Whenever possible, the Administrative Assistant shall report to the Executive Director in any of the areas below. In the absence of the Executive Director, the Housing Commission or its designee shall supervise the Administrative Assistant. Wherever "Executive Director" is listed below, it is intended to mean the Executive Director, his/her designee, or in the absence of the Executive Director or his/her designee, the Housing Commission or the Housing Commission designee.

An employee in this position may be called upon to do any or all of the following. This list is not intended to be all or encompassing, and the Administrative Assistant may be called upon to perform additional duties from time to time.

# JOB DESCRIPTION FOR THE ADMINISTRATIVE ASSISTANT

## QUALIFICATIONS

1. The Administrative Assistant shall have a broad knowledge of general office skills and equipment.
2. The Administrative Assistant shall have exhibit a positive demeanor and possess good communication and conflict resolution skills.
3. The Administrative Assistant shall possess general computer skills and be similar with the Internet, E-mail, Microsoft Windows operating systems and Microsoft Office software, and the HDS system software.
4. The Administrative Assistant shall have knowledge of modern office methods and procedures, filing, telephone techniques, and office equipment, as well as English usage, spelling, grammar, and punctuation.
5. The Administrative Assistant shall have the ability to perform duties with speed and accuracy without immediate and constant supervision.
6. The Administrative Assistant shall have the ability to maintain a good working relationship with all co-workers, residents, applicants, and the general public and to use good judgment in recognizing scope of authority.

## GENERAL DUTIES

1. Answer APHC's office telephones and give general information regarding the APHC's housing programs.
2. Professionally greets residents, applicants, Commission members and visitors.
3. Promote and market the APHC's housing programs.
4. Perform general office support work, including:
  - a) Filing;
  - b) Scheduling appointments;
  - c) Coordinating meetings; and
  - d) Maintain Commission records in both paper and electronic files.
5. Properly file documents in a timely manner
6. Prepare and distribute written documents prepared by management.
7. Keep files of public handouts up to date and stocked.
8. Collect and organize data for projects, as directed.
9. Attend staff, APHC, Resident and other meetings as required.
10. Make purchases and place orders for items necessary to maintain Housing Commission equipment and property. All purchases made will comply with the procedures set forth in the APHC Procurement Policy, and dispositions shall only be made as described in the Disposition Policy. Obtain written and/or oral bids for products and services as directed by the Housing Commission and/or Executive Director.
11. Network with non-profit and other agencies to afford residents of the APHC's housing programs opportunities for housing services and funding.



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12. Assist Housing Commission and Executive Director in the preparation of grant applications and operating budgets.
13. Utilizing word processing software and spread sheet software, compose correspondence and other document, insuring that the documents are accurate, professional in appearance, and contain the proper grammar, spelling, punctuation, etc.
14. Assist in developing office procedures and policies.
15. Participate and assist in preparing comprehensive reports and compiling budget requests;
16. Research, compile and analyze data for specific projects.
17. Collect and assemble data and background materials for a variety of reports;
18. Accept payment for rent and other fees. Make deposits
19. Respond to emergencies during normal working hours. When necessary, assist in the evacuation of the residents from apartments and/or the building in the event of natural disaster or emergencies.
20. Report safety and security incidents to the Executive Director.
21. Process payroll for Commission staff. Review payroll when payroll is prepared by the Executive Director.
22. Review invoices, statements and purchase orders when payment is prepared by the Executive Director. Process payments to vendors when reviews are completed by the Executive Director.
23. Process Commission correspondence.
24. Prepare and distribute approved agenda, minutes and other documents for APHC meetings.
25. Schedule and coordinate arrangements for meetings, training sessions, and conferences, including but not limited to:
  - a) Travel arrangements for staff and commission members.
    - i. Air and ground transportation
    - ii. Hotel accommodations
    - iii. Conference and banquet facilities
    - iv. Travel itineraries for staff and commission members
    - v. Documentation of all arrangements
26. Schedule, take, record, and process applications for the APHC's housing programs.
27. Prepare documents for, and interview residents of the APHC's housing programs for certifications and re-certifications.
28. Enter resident, applicant and other information into computer system, insuring that information is complete and accurate.
29. Coordinates the activities of, and provides service to, residents of the APHC's housing programs and the Leo Paluch Apartments Resident Advisory Board.
30. Under the supervision of the Executive Director, prepare and distribute newsletters for residents of the APHC's housing programs. Manage the APHC web site.
31. Maintains confidentiality of all client information and other identified Commission documents.

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32. Process annual, interim, move-in, move-out and other certifications and/or re-certifications.  
Review certifications/re-certifications when prepared by the Executive Director.

## ADDITIONAL DUTIES

1. From time to time, the Executive Director, his or her designee, members of the Housing Commission, or their designee, may request that the Administrative Assistant perform additional duties not listed in this Job Description, provided that:
  - A. The request is reasonable in that it would normally be considered to be within the scope of the Administrative Assistant's routine scope of responsibilities; and
  - B. The Administrative Assistant shall have the right to refuse such tasks should he/she feel that the request is hazardous, dangerous, unethical, unlawful, and/or discriminatory. Such refusal shall be placed in writing, clearly stating the reason for refusal. If refusal of duties is not resolved to the satisfaction of the Administrative Assistant and/or the Executive Director, either party shall have the right to request a hearing with the Housing Commission.

Attached policies referenced in this document:

APHC Procurement Policy

APHC Disposition Policy

I hereby acknowledge that I have read the Administrative Assistant's Job Description, agree to abide by its contents, and have received a copy.

Dated: \_\_\_\_\_

\_\_\_\_\_  
Administrative Assistant

Dated: \_\_\_\_\_

\_\_\_\_\_  
Executive Director