



Warren Metropolitan Housing Authority

Job title: Administrative Assistant

Civil Service Status: Classified

Work Location: Administrative Office

Probation: 90 days

Program: Central Office (COCC)

Lunch: Unpaid

Reports to: Operations Director

Pay Range: 6

☒ **Full-time**

☐ **Part-time**

Hybrid Telework eligible

☐ **Exempt**

☒ **Nonexempt**

Under general supervision performs clerical and reception duties, prepares correspondence, reports, forms and other documentation; process mail, receives and directs visitors and messages; collects and post payments outside of Rent Payment, operates office equipment.

- Greet all incoming visitors and direct to appropriate staff
- Periodically check general voicemail, Housing email, and drop box throughout the day.
- Monitor, update PR log and respond to public records request in compliance with policy; escalate request to supervisor when necessary.
- Scan all incoming paperwork into File vision software.
- Time and date stamp all incoming mail, change forms, rent payments etc.
- Place advertisements for the agency in local papers, county agencies etc.
- Performs clerical functions (e.g., files, retrieves documents, copies, collates materials, processes outgoing mail, maintains postage meter, sorts, and distributes mail etc.)
- Inventory and order supplies as needed
- Proof monthly board packet and prepare packets for meeting
- Operate equipment(e.g., computer, calculator, copier, fax, scanner etc.) place service request for equipment
- Enters maintenance request for Public Housing Residents in software.
- Maintain, monitor and update agency social media, and website.
- Process tenant background for Public Housing and HCV annual recertifications
- Notify county agencies of the opening of PH and HCV waiting list and place advertisements in the newspaper.
- Ensure the front door and public restroom are unlocked and locked every day during designated times. Ensure the blinds are pulled up and down during designated times each day and the voicemail system is working properly.
- Assist with updating agency policies, procedures, letters and forms
- Assist clients with completion of paperwork i.e., Applications, recertification packets etc. as needed
- Coordinate annual event calendar for staff events and plan events
- Demonstrates a regular and predictable attendance.
- Follows all safety and health practices of the Warren Metropolitan Housing Authority.
- May be required to attend workshops or seminars related to duties performed.
- Other duties as assigned by supervisor.

Qualifications:

- Ability to communicate and relate to people of diverse backgrounds and abilities and establish and maintain effective working relationships with other employees and residents.
- Ability to solve problems with creative and individualized approaches.
- Knowledge of community resources
- Ability to complete forms, compose letters and effectively communicate both verbally and in writing.

- Ability to take initiative and work with minimal supervision.
- Knowledge of and experience with basic computer skills
- Excellent organizational skills and time management
- Ability to prioritize and plan effectively.
- Valid Ohio Driver's license

Education and/or Work Experience Requirements:

- Excellent verbal and written communication skills, including ability to effectively communicate with co-workers, clients, and property owners.
- Computer skills efficient in (MS Office – Word, Excel, and Outlook)
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude and providing exemplary customer service
- Ability to work independently and to conduct assignments to completion within parameters of instructions given, prescribed routines, and standard accepted practices.
- Ability to maintain confidential records.
- Preferred knowledge of HUD and PHA policies, procedures, and practices.
- High school diploma or GED required.

Physical Requirements:

- Ability to perform the essential job functions consistently safely and successfully with the ADA and other federal, state, and local standards, including meeting qualitative and/or quantitative productivity standards.
- Ability to maintain regular, punctual attendance consistent with the ADA and other federal, state, and local standards.
- Must be able to lift and carry up to 25 lbs.
- Must be able to talk, listen and speak clearly on telephone.
- Must be able to sit for 30-60 minutes at a time.
- Must be able to sit in front of a computer screen and enter data for one or more hours at a time.
- Must be able to travel when needed.

Compensation/Benefits

- Employer paid Dental and Vision Benefits
- Employer paid Life Insurance \$25,000
- Vacation Benefits 80 hours
- Sick time accrues at the start of employment.
- Paid Holidays (12 ½ Federal Holidays)
- Allowance for Medial ICHRA plan

Print Employee Name:**Employee signature:****Date:**

Board approved Date _____