



JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT I

Department:	Community Development & Housing	Classification/FLSA:	Full Time, Non-Exempt
Location:	Community Housing Office	Reports To:	Assistant Director of Housing
Supervises:	N/A	Salary Range:	\$14.14 - \$17.67 hourly (Grade 4)
Benefits:	Per City Handbook	Travel:	As needed
		Date Written/Revised:	11/07/2024

POSITION SUMMARY

Provides high level clerical and administrative support to housing team. Assists clients with questions or concerns in supportive housing programs, including Section 8 Housing Choice Voucher, Tenant Based Rental Assistance Security Deposit, Emergency Solutions Grant programs, Emergency Housing Voucher, Stability Voucher and FYI.

DUTIES AND RESPONSIBILITIES

- Professionally greet customers, team members and the public. Answer customer/client questions or refer to appropriate staff member. Calmly handle complaints and resolve difficult situations.
- Answer multi-phone line system. Direct phone calls to appropriate staff. Provides program information to the public and other departments.
- Provide clerical support to department staff. Prepare and proofread documents for spelling, mathematical and grammatical accuracy. Sorts and files record, maintains contact lists, sorts and packages mail.
- Assists customers/program clients with requests regarding program eligibility and application status.
- Inputs, retrieves and updates client records and data in electronic software database.
- Provide support in the processing of correspondence, coordination & scheduling of meetings and processing of various other materials and reports.
- Design forms that are used by a division or department.
- Provide support for assigned committees, dilapidated structure hearing, executives, including preparation of meeting agendas.
- Maintain calendars, arrange and initiate travel arrangements if needed.
- Oversee all aspects of record keeping and documentation activities for a division.
- Type and composes a variety of correspondence and documents including memos, letters, contracts, plans, specifications, etc.
- Perform special projects such as reviewing and updating or rewriting procedures, or performing detailed research on specific issues for supervisors.

ADMINISTRATIVE ASSISTANT I continued

POSITION COMPETENCIES

- Strong customer service skills, including effective listening, problem solving, conflict resolution, tactful and calm responses.
- Maintain a high level of confidentiality regarding City, housing clients and department business.
- Must possess excellent interpersonal skills including building positive relationships, work as part of a team and self-awareness of non-verbal communication.
- Learn department functions thoroughly to provide general information and use judgment in applying and explaining department processes and procedures.
- Proficiency on computers, to include word processing, spreadsheets and database programs.
- Good knowledge of office practices and procedures, generally accepted business English usage, punctuation, spelling and math.
- Maintain and retrieve important records efficiently and accurately and use this information to prepare clear and concise reports.
- Perform duties accurately and efficiently under time sensitive deadlines.
- Ability to organize and prioritize workloads, work under pressure and meet deadlines.
- Ability to work independently and make decisions.

EDUCATION

- High School Diploma or GED equivalent.
- Three to five years of clerical and customer service experience in a busy office setting. Clerical experience and knowledge of federal governmental programs or grant management programs.
- Valid Driver's License.

PHYSICAL DEMANDS

Must possess mobility to work in an office setting and use standard office equipment, including a computer; operate a motor vehicle; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed. May occasionally bend, stoop, kneel, reach push, and pull drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

WORKING CONDITIONS

Work is performed in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.