

ATTLEBORO HOUSING AUTHORITY
POSITION DESCRIPTION

POSITION: ADMINISTRATIVE ASSISTANT

REPORTS TO: EXECUTIVE/DEPUTY/FINANCE DIRECTORS

SUPERVISES: -----

POSITION OVERVIEW:

This is a highly visible clerical support position and the incumbent must perform a variety of skilled tasks. This person must maintain a familiarity with all AHA housing programs and performs numerous data entry functions for these programs. The incumbent may be called upon to provide support to all other administrative staff functions at the Authority.

DUTIES INCLUDE:

- Provide general administrative/clerical support to the Executive Director, Deputy Director and Finance Director.
- Answer all incoming telephone calls (Work Orders, tenant complaints and other requests), determine the purpose of and forward calls to appropriate administrative personnel for action.
- Take, deliver messages for staff and/or ensure proper transfer to voicemail.
- Perform moderately complex tasks, principally of a typing or data entry nature.
- Welcome onsite visitors, field organizational questions from third-parties, monitor office access and issue passes where required.
- Maintain all central office equipment, assist users, retrieve and route incoming faxes, monitor equipment supplies, secure equipment maintenance when required.
- Receive, sort and copy incoming rent checks. Perform additional work at the direction of the Finance Director.
- Enter applications into the CHAMP and PHA Web systems.
- Assist other staff with the receipt and distribution of office supplies.
- Perform other clerical duties as required to include filing, photocopying, collating, etc.
- Provide support to the Executive Director for correspondence, form letters, reports, faxes, memos and other documentation tasks as necessary.
- Function in a controlled manner under pressure, treating others with respect.
- Display a willingness to make decisions, exhibiting sound and accurate judgment.
- Manage difficult customer situation in responding to requests for assistance.
- Speak clearly, persuasively in both positive and negative situations.
- Consistently at work on time for scheduled work shifts.