

**Glastonbury Housing Authority
Job Description**

JOB TITLE: Administrative Assistant

Exempt (Y/N): No	JOB CODE: Part Time- 19.5 hours/week
SALARY LEVEL: \$17.35/hour	
DEPARTMENT: Center Village/Village Green	
EMPLOYEE NAME:	SUPERVISOR: TBD
PREPARED BY: Neil J Griffin	DATE: 03/10/2019
APPROVED BY: Neil J.Griffin	DATE: 03/31/2019

SUMMARY: The Administrative Assistant performs secretarial and administrative assistance of a confidential, complex and responsible nature for the assigned property manager. In general, the Administrative Assistant serves as support staff to the property manager. Duties include but are not limited to returning calls, emails, obtaining third party verification of assets and income, collecting rents, entering work orders, accepting applications and providing information and answering questions about all Housing Authority of the Town of Glastonbury (“GHA”) managed properties to the public and residents.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

Answering of phones during business hours and staffing assigned property management office. Interacts with residents and with general public in person, by telephone or through email, providing answers and information about GHA properties.

Maintains resident files and keeps documents filed therein in proper order.

Collects rents and prepares and records proper receipts documenting all transactions.

Establishes and maintains various records and files, including confidential information.

Responsible for accepting housing applications and reviewing applications for completeness of information and required documentation.

Assists property manager in gathering of documentation to complete tenant annual, interim and move-in eligibility and rental calculations. This includes following up on outstanding third-party verification of income and assets.

Assist in preparation of public relations information, including brochures, booklets, and advertisements.

Responsible for maintaining the inventory of office supplies, materials and equipment.

Provides exceptional customer service.

Performs any other duties as required.

SUPERVISORY RESPONSIBILITIES:

Directly supervises no employees. In the absences of the property manager may be called upon to provide limited supervision of contractors and process some of the property managers daily and weekly duties.

SUPERVISION RECEIVED

Employee reports to the assigned property manager.

QUALIFICATION REQUIREMENTS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Applicants will be subject to a background check.

EDUCATION and/or EXPERIENCE:

High school diploma plus four to six years' experience or Associate's degree (A. A.) or equivalent from two-year college or technical school, and two to four years of responsible general office work experience.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, prorations, annualize income and percentages.

CERTIFICATES, LICENSES, REGISTRATIONS:

none.

OTHER SKILLS and ABILITIES:

Must be able to proficiently work with computers, perform internet research and work with related software, especially Word, Excel and Microsoft Outlook. Ability to learn proprietary housing software used by GHA.

Ability to establish and maintain working relationships with staff members, contractors and the general public.

Ability to quickly and easily adapt to resident situations, changes in procedures, and have several activities going on at once.

Ability to accurately and effectively respond to questions from residents, staff and the general public.

Ability to deal with/mitigate routine problems.

Ability to regularly attend and be punctual for work.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to sit for prolonged periods. Ability to push/pull/lift 20 pounds.

Ability to verbally communicate via telephone, her verbal exchanges and be able to see written documents in order to process paperwork.

Ability to read a computer monitor for a prolonged period.

Tolerant to variations in temperature in working environment.

Note. The above description is illustrative of tasks and responsibilities. It is not meant to be all inclusive of every task and responsibility. Incumbent must be able to perform essential duties with or without a reasonable accommodation.