

MANCHESTER HOUSING AUTHORITY
Notice of Job Posting
Posting Date – May 17, 2024

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Position Description

Position Title:	Administrative Assistant	Employment Status	Full-Time
Reports to:	Executive Director and/or Asst Deputy Director	Wage Rate / Range	\$18.00 - \$20.00 per hour
FLSA	Non-Exempt	Hours	8:00 a.m. – 4:00 p.m.

SUMMARY:

The primary purpose of this position, under close supervision, is to perform the full range of duties required to ensure that the Agency’s programs, activities, and services are effective and provide the highest level of customer satisfaction to the public. The Administrative Assistant is an entry level position in the Housing Programs. As experience is gained, assignments become more varied and are performed with greater independence. Work is usually supervised while in progress and fits an established structure or pattern, Responsibilities include general office duties such as reception, filing, and data entry, as well as general program support.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The position duties and responsibilities describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Performs a wide variety or routine technical, clerical duties to support departmental operations such as setting up file folders; prepares, scans, copies, collates, and distributes a variety of files and documents; ensures proper filing of copies in departmental or central files.
- Gathers, assembles, updates, and distributes a variety of department or Agency specific information, forms, records, and data as requested.
- Operates a variety of standard office equipment and performs other duties as assigned.
- Receives, sorts and distributes incoming department mail, assists with mass mailings, and scanning of large volumes of documents; organizes and maintains data storage, as required.
- Establishes and maintains a variety of filing, record-keeping, and tracking systems.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural and legal guidelines.
- Establishes, maintains, and fosters positive and effective working relationships with those in contacted in the course of work.
- Assist Property Managers with legal department regarding documenting legal actions, confirming case statuses and generating reports for Deputy Director and Executive Director for Monthly Board Meetings
- Assist Property Managers with any mailing (notices) that needs to be distributed to residents.

- Assist Accounts Payable Clerk when needed.
- Proficiency with computers and ability to learn software programs used in maintaining records of Section 8 / Public Housing applicants/tenants.
- Ability to follow and implement MHA policies and state and federal regulations, and to complete routine tasks with supervision.
- Analyze Front Desk issues to provide recommendations for potential solutions and help implement solutions.
- Covering the receptionist when out of the office.
- Performs other related duties as assigned.

EDUCATION AND/OR EXPERIENCE

Any equivalent combination of education and experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:

High School diploma or possession of equivalence of High School Achievement (GED) and two (2) years of experience in providing technical support or customer service to assisted housing or other social service programs. Bilingual skills desired, but not required. Must pass a criminal history and background check.

CORE COMPETENCIES:

This position requires the incumbent to exhibit the following behaviors, knowledge, skills, and abilities.

Customer Service: Meets /exceeds the expectations and requirements of internal and external customers; identifies, understands monitors and measures the needs of both internal and external customers as clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

Commitment: Sets high standards of performance.; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Effective Communication: Ensures important information is clear, concise and organized to be passed to those who need to know verbally in writing. Demonstrates attention to, conveys understanding of the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

Teamwork: Balances team and individual responsibilities, exhibits objectivity and openness to others views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's effort to succeed.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assist others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Integrity: Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even in the face of opposition.

Responsive and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Technical Skills: Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

WORK ENVIRONMENT

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, this position may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing to speech to communicate in person, before groups, virtually and over a telephone. This is a primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard and calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Applicants who wish to be considered must submit a resume/letter of interest until the position is filled.

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***Executive Director, MHA
24 Bluefield Drive
Manchester, CT 06040***

All Manchester Housing Authority job applicants must be prepared to undergo a criminal background check and testing for the use of unlawful drugs prior to employment.

The Manchester Housing Authority is a public housing agency funded by federal, state and local sources and by tenant rent payments. It is subject to stringent federal and state regulation. The Authority is an Equal Opportunity employer.