

Housing Assistance and Administrative Services

Administrative Specialist

Dept/Div: *Housing Assistance and Administrative Services*

FLSA Status: *Non-Exempt*

General Definition of Work

Performs intermediate skilled administrative support work managing an office, supporting the agency Board of Commissioners and department heads, responds to public inquiries regarding agency programs, and related work as apparent or assigned. Work is performed under the limited supervision of the Housing Assistance and Administrative Services Director. Limited oversight is exercised over Administrative Assistant.

Qualification Requirements

To perform this job successfully, an individual must be able to perform each essential function 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.

Essential Functions

Provide skilled administrative support to the agency Board of Commissioners, Economic Development Director,

Community Development Director and Finance Director, including calendar management, preparing correspondence, completing mailings, preparing power points, creating charts and spreadsheets for various reports, filing documents and organizing files, organizing and preparing reports for reproduction, and completing other administrative transactions.

Coordinates the logistics of publishing meeting and public hearing notices for Board meetings, ensures the accuracy and completeness of board packets, assembles the board packets, and prepares the Board meeting room for Board and agency meetings as directed. Responsible for maintaining Commissioner electronic devices and assists commissioners with email and board packet communications, as necessary. Attends Board meetings, drafts minutes, ensures the proper recording of meetings, and retention of audio recordings. Maintains approved minutes and resolutions from monthly Board meetings and ensures proper retention of minutes, resolutions, packets and documents discussed at the meetings. Maintains records of commissioner appointments, tracks mailing addresses and contact information. Maintains and updates agency commissioner orientation materials. Posts meeting notices, board packets, and other documents as directed on the website.

Supports agency department heads,

Greets the public in a positive customer service approach. Works with department heads on a regular basis to keep up to date on agency program information and is responsible to accurately direct the public to appropriate staff or resources. Ensures that information in the front lobby is accurate, up to date, and is professionally displayed.

Organizes and manages process to prepare, finalize, and monitor a variety of contracts and agreements on behalf of the department heads in a timely manner. Maintains data bases of community contacts for economic development activities, performs electronic surveys to economic development program recipients, and creates reports as directed. Assists Economic Development Director with routine tasks associated with marketing and advertising activities.

Performs data entry in various electronic reporting and database systems for housing and economic development programs, prepares reports as directed. Tracks complaints related to the agency rental portfolio and prepares reports as directed.

Performs initial troubleshooting and coordinates with vendors for services related to all office equipment, (cell phones, phone system, copiers, etc.); researches and recommends changes to service plans within the agency; monitors data back-up system; tracks and maintains records of all service contracts; manages vendor or contractor relationships; maintains and orders office supplies and furniture. Sets up and maintains telecommunication equipment on behalf of agency employees.

Provides administrative support to the Human Resources and Communication Coordinator on non-confidential matters. Manages and advises staff on appropriate use of the agency's document management system. Provide guidance to staff as needed. Responsible for tracking, labeling, and storing required original files and other historical records according to state and federal laws. Familiar with document management practices, state and federal laws regarding document preservation and destructions and keeps abreast of law changes.

Ensures the office is open and closed securely and front desk coverage is maintained at all times during office hours, in accordance with policies and procedures established by the Department Director.

Acts as a backup to the Administrative Assistant.

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Knowledge, Skills and Abilities

Competencies required:

Thorough skill serving program clients; thorough skill managing work processes; thorough oral and written communication skills; thorough skill with computer and communications equipment; general compliance monitoring and reporting skills; general knowledge of real estate and property management; general skill building strategic relationships; general project management and organizational skills; general skill managing programs; general skill leading other people; some skill managing financial resources; ability to use standard computer equipment; ability to display proficient communication skills; ability to record information, manipulate data and create reports using Microsoft Office, and other software and web-based applications; ability to display project management and organizational skills; ability to display analytical and critical thinking skills and ability to manage multiple projects and programs.

Other knowledge, skills and abilities required:

Thorough knowledge of the operation of standard office equipment and applicable hardware and software; thorough knowledge of business English, spelling and arithmetic; general knowledge of government, housing and economic development programs, policies and compliance requirements; thorough skill composing standard reports, records and files related to agency departments and programs; thorough skill composing standard correspondence; ability to multitask and manage project time; ability to communicate effectively orally and in writing to sometimes aggravated clients; ability to manage spreadsheets with complicated formulas; ability to read and understand advanced county and state policies and procedures; ability to type accurately at a reasonable rate of speed; ability to operate standard office and computer equipment and perform advanced word processing and/or data entry; ability to establish and maintain effective working relationships with associates and the general public, staff, elected officials, outside agencies; ability to maintain the confidentiality of data; ability to create and maintain applicable reports from database systems; ability to operate standard accounting software; ability to make arithmetic computations using whole numbers, fractions and decimals; ability to compute rates, ratios and percentages; ability to understand and relate information about the agency to customers; ability to interact with clients; ability to understand and carry out written and oral instructions; ability to establish and maintain effective working relationships with staff, vendors, elected officials, consultants and the general public; ability to respect and relate well to people from varied backgrounds, understand diverse worldviews, and be sensitive to group differences; ability to see diversity as an opportunity, and challenge bias and intolerance.

Education and Experience

Associates/Technical degree with coursework in business administration, real estate, housing, or related field and moderate experience handling and processing legal documents, managing an office, or equivalent combination of education and experience.

Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing and using hands to finger, handle or feel, frequently requires reaching with hands and arms and repetitive motions and occasionally requires standing, walking, sitting, climbing or balancing, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Special Requirements

Notary Public to be obtained after hire.

Valid driver's license upon hire.

Data security training annually.

Last Revised: 2/27/2019