

WACO HOUSING AUTHORITY & AFFILIATES

POSITION DESCRIPTION

TITLE: Administrative Assistant- Community Services

SUPERVISOR: Director of Community Services

Duties and Responsibilities

Administrative assistant duties and responsibilities include providing administrative support to the Director of Community Services to help ensure efficient operation of the department. The Administrative Assistant provides direct support to other employees in order to promote programs and services provided by the department.

The administrative assistant will assist in data entry, maintaining and reporting data from Apricot or other sources so the department can provide appropriate services to residents.

The administrative assistant will have the ability to effectively communicate via phone and email and will carry out duties that will keep the department running efficiently. The administrative assistant may lead the work of other team members on projects designated by the Director of Community Services.

The administrative assistant will also assist Director of Community Services with community outreach, planning of programs and services provided to tenants, maintain activity calendars, keep data base of Community Partners as well as Community Services internal calendars.

The AA will have good verbal and written communication. The AA will have a good rapport with residents and community partners.

Responsibilities:

- Answer and direct phone calls
- Maintain contact list spreadsheet of Community Partners
- Assist in the preparation of regularly scheduled reports
- Assist in maintaining office files
- Order office supplies
- Provide general support to residents that come in the Community Center.
- Provide information by answering questions and requests via phone or in person.

DATE: March 18, 2021

- Attend meetings in the absence of the Director of Community Services and provide report
- Attend community meetings and establish rapport with other service providers.
- Maintain computer and manual filing systems
- Handle sensitive information in a confidential manner
- Take accurate minutes of meetings
- Coordinate office procedures
- Reply to email, telephone or face to face inquiries
- Enter information in to Apricot system
- Other duties as assigned

Qualifications and Knowledge

- Proven admin or assistant experience
- Knowledge of office management systems and procedures
- Excellent time management skills and ability to multi-task and prioritize work
- Attention to detail and problem solving skills
- Excellent written and verbal communication skills
- Strong organizational and planning skills
- Proficient in MS Office
- At least 5years of experience as an assistant
- Associate degree preferred

Supervision Received and Given

The employee receives oral and written directions, primarily from the Director of Community Services. The employee keeps the Director informed of work progress. The Director may monitor interactions with fellow employees, community members and tenants.

Guidelines:

The employee performs routine duties by following established Authority policies and procedures and other guidelines such as HUD regulations.

Complexity: This position involves dealing with complex situations and requires flexibility and good decision making skills. The position also requires responding professionally to fellow employees and to members of the community.

Scope and Effect

The Community Services Administrative Assistant supports the Community Services Department and community members to help the department to have robust programs for the tenants of Waco Housing Authority.

Personal Contacts

The employee has regular contacts with housing authority employees, community members and housing authority tenants

Physical Demands:

Work is principally sedentary, but may involve some walking on the development grounds. The employee may occasionally push, pull, and/or lift objects up to and over 25 pounds.

Work Environment:

Work involves normal risks and discomforts associated with an office environment but is usually in an area that is adequately heated, lighted and ventilated. Worker may also be exposed to outdoors during community outreach. Worker should be masked and maintain social distance to reduce risk of acquiring Covid 19.