

POSITION DESCRIPTION ADMINISTRATIVE ASSISTANT

I. INTRODUCTION

The Administrative Assistant has the primary responsibility of general administrative and customer service activities for the Central Texas Housing Consortium (CTHC). Duties are performed in accordance with federal, state and local laws, applicable regulations, and CTHC policies and procedures.

II. DUTIES AND RESPONSIBILITIES

- A. Interact with the public, residents and employees by answering phones, collecting rent payments, taking work order requests, providing general information, routing people and calls to appropriate personnel, etc.
- B. Provide administrative support to CTHC departments with priority given to projects with deadlines.
- C. Prepare accurate and timely documents, reports and correspondence, including newsletters, advertisements, resident notices, etc.
- D. Administer projects and perform specific duties as assigned, such as:
 - 1. Prepare Board packets for distribution and post required public notices in a timely manner.
 - 2. Maintenance of CTHC website.
 - 3. Maintain IBS (Information Broadcast System) database, schedule notifications and complete required follow-up.
 - 4. Maintain adequate inventory of standard office supplies by placing orders, receiving merchandise and putting it away using approved procedures.
 - 5. Generate and submit TML accident reports and perform required follow-up.
 - 6. Prepare resident surveys for distribution and compile results.
- E. Maintain accurate databases (resident information, barred list, bad debts, etc.)
- F. Assist Administrative Manager with organization of meetings and social functions, records management, etc.
- G. File publications, general correspondence, etc. in the correct location. Destroy files in accordance with CTHC's record retention policy.
- H. Other duties as required.

III. EDUCATION/SKILLS

- A. Employee must be a high school graduate.

- B. Ability to meet and deal tactfully with the public, residents and employees.
- C. Computer literate with knowledge of spreadsheet, database and word processing programs.
- D. Accurately type 40 words per minute.
- E. Ability to operate general office equipment.
- F. Advanced administrative abilities, effective written and verbal communication skills, a pleasant and courteous demeanor, strong organizational skills, mature judgment and the ability to work as part of a team.

IV. PHYSICAL REQUIREMENTS

Employee must be able to sustain a fast pace of servicing customers at the counter while continuing to perform normal administrative tasks during busy periods such as rent collection, sit for extended time periods using the computer and lift up to 20 pounds.

V. OTHER REQUIREMENTS

- A. Employee must possess valid Class C driver's license and have a driving record which will meet requirements of the CTHC auto insurance company.

Employee must protect insurability by driving in such a manner both on and off the job so as not to be found guilty of DWI or have been issued a number of traffic violations which result in cancellation of the employee's coverage or an increase in rates. Upon such notice the Executive Director may terminate the employee for misconduct related to the job.

- B. Employee must not be involved in the unlawful manufacture, distribution, possession, dispensation, or use of a controlled substance. The Executive Director may terminate the employee for these practices.

VI. SUPERVISION RECEIVED

Employee is under the direct supervision of the Administrative Manager.

CERTIFICATION: I have read and understand the above position description, and I agree to fulfill all job requirements.

Employee Signature

Date