

Hampton Redevelopment and Housing Authority (HRHA)

Position: Management Assistant

Starting Salary Range: \$31,971

Obtain and complete an HRHA Job Application

(Resumes will be accepted in conjunction with a completed job application)

Equal Opportunity Employer -- Open until Filled

Application
found
online:

www.hamptonrha.com

Mail:
P.O. Box 280
Hampton VA 23669

Website: www.hamptonrha.com
Email: jobs@hamptonrha.com
Telephone: 757-727-6337
Fax: 757-727-6368

GENERAL DEFINITION AND CONDITIONS OF WORK:

Performs intermediate clerical work in a variety of office tasks requiring computer, phone and filing skills; does related work as required. Works under regular supervision.

This is light work requiring the exertion of up to 20 pounds of force occasionally and a negligible amount of force frequently or constantly to move objects; requires reaching, fingering, grasping, pushing, pulling, stooping, kneeling, walking, crouching, standing, feeling, lifting and repetitive motions; 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 and to exchange or express ideas; visual acuity is required for color perception, visual inspection of small defects and/or small parts; preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work and observing general surroundings and activities; not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Assist Supervisor with daily activities; answers telephone; greets the public; responds to questions; types correspondence, forms, reports, etc.; maintains records and files; enters data accurately.

- Performs receptionist tasks; answers multi-line telephone; takes and relays messages.
- Assists all clients as they arrive and provide any necessary paperwork or give proper referrals to other agencies.
- Receives all work orders, submits work order to supervisor, generates work order status reports, and closes all work orders at completion.
- Procures and places orders for supplies/equipment as needed. Types purchase orders and requisitions for checks; collects receipts for expenditures; obtains approval and processes requests through appropriate channels.
- Reviews forms for accuracy and completeness; schedules appointment dates.
- Creates and maintains a variety of reports, records, logs, files and other documents; maintains filing system; sorts and distributes mail; performs variety of administrative tasks; operates and maintains standard office equipment.
- Assists the Property Manager with all the required tasks to ensure the property(s) are well managed and in compliance with applicable rules and regulations.
- Collects rent payments from tenants; posts and makes entries in records; accepts payments and issues receipts.

- Receives complaints and provides recommendation; refers all complaints not able to resolve to Property Manager.
- Conducts lease sessions; shows and leases apartments; briefs new residents on lease and community rules and regulations.
- Maintains paper and electronic files; updates and enters data.
- Performs tenant recertification as required and in conjunction with all policies and procedures.
- *LIPH properties only*: Maintains wait list and ensures occupancy functions are managed in conjunction with all applicable policies and procedures.
- Performs other duties as requested.

KNOWLEDGE, SKILLS AND ABILITIES:

General knowledge of housing programs and guidelines, general knowledge of property management; tax credit experience strongly preferred; general knowledge of standard office practices, procedures and equipment and office assistance and receptionist techniques; general knowledge of business English, spelling and arithmetic; general knowledge of various office related software systems; ability to establish and maintain effective working relationships with associates and the general public; ability to follow oral and written instructions; ability to maintain a well-organized office environment.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from high school with considerable property management office assistant experience. Experience with inventory systems, purchasing, basic bookkeeping strongly preferred.

SPECIAL REQUIREMENTS:

Possession of a valid appropriate driver's license issued by the Commonwealth of Virginia and insurable under the vehicle insurance policy of the Authority may be required. Personal transportation is required.