



## Regional Housing Authority

### Position Description

#### Administrative Assistant (Juneau)

#### **I. Summary:**

The Administrative Assistant assists Maintenance staff with day-to-day administrative support. This position assists the Director of Housing Services in tracking, scheduling work orders and entering supporting documentation collected from field staff. Collects and processes timesheets, Pcard receipts, travel receipts and other required documentation. Assists in arranging travel, housing inspections, purchasing, and shipping of materials. Maintains office records and inventory of materials.

#### **II. Authority:**

The Administrative Assistant reports to the Director of Housing Services.

#### **III. Duties and Responsibilities:**

- Provides support for daily and long-term maintenance operations.
- Takes calls during business hours for maintenance requests, enters work order, determines priority based on set criteria and informs appropriate maintenance staff.
- Maintain accurate tenant records, work orders, and files.
- Receives and enters as necessary all maintenance timesheets from Juneau and field staff.
- Process credit card reports for maintenance staff. Receive, review and code invoices prior to submitting through Wells Fargo Pcard and/or to the finance department.
- Train maintenance staff members to use financial software to input timesheets and Pcard transactions.
- Assist with travel arrangements for staff including collecting, coding and submitting travel receipts.
- Receive, open, date stamp, and deliver mail and/or other materials.
- Type or produce reports or correspondence utilizing word processing, spreadsheet, and other business software.
- Monitor and maintain office supplies and materials.
- Maintain Maintenance Department inventory list, working with the Property Control Specialist to document and tag appropriate inventory.
- General knowledge of construction, carpentry and basic building maintenance such as plumbing, electrical, painting, heating systems, flooring and appliances.
- Contact appropriate contractors to relay client maintenance issues, and/or coordinate and schedule appointments.
- Perform move-in and move-out inspections and unit turn-around and serving notices to clients.
- Assist maintenance staff with special projects.
- Responded to emergency maintenance requests as needed

- Scheduling may require ability to perform emergency on-call services 24 hours a day, seven days a week as assigned
- As necessary, travel to southeast communities

#### **IV. Required Knowledge, Abilities and Skills:**

- Ability to work independently and perform clerical assignments with moderate direction.
- General knowledge of construction, carpentry and basic building maintenance such as plumbing, electrical, painting, heating systems, flooring and appliances.
- Ability to read, comprehend, explain, and apply written procedures.
- Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions
- Ability to deal with problems involving a few concrete variables in standardized situations
- Working knowledge of business practices, correspondence and typing formats, including correct English grammar, spelling, and punctuation.
- Ability to add, subtract, multiply, and divide in all units of measures, using whole numbers, common fractions and decimals
- Ability to compute rate, ratio and percent and to interpret miscellaneous drawings and schematics
- Working knowledge of filing and record keeping systems.
- Ability to recognize differences among data, facts, objects, or material.
- Ability to compare data from two or more sources for accuracy and completeness.
- Ability to operate office equipment
- Ability to greet visitors, answer the phone and answer or refer incoming inquiries from the public.
- Ability to provide quality customer service.
- Ability to perform complex data entry tasks.
- Working knowledge of MS Office Suite software and the use of computer systems.
- Ability to follow oral and written instructions.
- **Physical Requirements of the Position:** *The physical demands described are representative of those that must be met to successfully perform the essential functions of this job.* Mobility and ability to sit for long periods of time, keyboard, bend, reach and lift up to 40 lbs.
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#### **V. Minimum Qualifications:**

- High school diploma or equivalent.
- 2 years of experience (paid or volunteer) performing duties related to office or clerical support.
- An associate's degree in business or related field may substitute for experience.
- Valid Alaska driver's license

**VI. Grade Level:**

Grade 11 – 12  
Non-exempt

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by:

Supervisor/Manager \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

(Created 2016)