

**SUPERIOR HOUSING AUTHORITY (SHA)
ADMINISTRATIVE ASSISTANT**

SUMMARY:

To be the first contact with the public whether in person or on the telephone. Present a professional and helpful demeanor while helping public with needs and questions. Direct to appropriate staff as necessary. Schedule appointments, provide general administrative assistant services and data entry.

Duties/Responsibilities: (including but not limited to the following)

1. Answering telephone, greeting guests, referring inquiries to appropriate staff.
2. Explaining program to public whether by telephone or in person, in a professional and complete manner.
3. Various clerical duties as assigned.
4. Explains rules, regulations, procedures and inquiries regarding the SHA to applicants, clients and/or visitors; assists in resolving issues, complaints and /or refers to appropriate staff.
5. Assembles, analyzes and prepares reports as required.
6. Composes and prepares documents within established guidelines.
7. Scheduling appointments.
8. Opening/sorting mail.
9. Maintaining miscellaneous correspondence files.
10. Develops and maintains good working relationships with SHA staff, residents and the public.
11. Other duties as assigned.

Qualifications/Experience:

1. Knowledge of general office methods, procedures and equipment.
2. Knowledge of business writing techniques.
3. Knowledge of applicable laws and regulations regarding privacy and confidentiality and the ability to implement laws and regulations.
4. Computer skills must include the ability to assemble data, compile reports, produce graphics and establish tracking systems.
5. Ability to exercise good judgment, perform work in a courteous and diplomatic manner and establish and maintain harmonious working relationships.
6. Ability to work effectively with people of all social and economic backgrounds.
7. Ability to understand and carry out oral and written directions; make comparisons and accurate computations.

8. Ability to work independently, organize workload and manage time effectively.
9. Ability to execute accurate math computations, good keyboarding skills and learn various types of systems used by the SHA.
10. Valid Driver's License.

Education/Experience

1. High school graduate or GED; and
2. Two years of general administrative experience; or
3. Any combination of education and work experience as may be acceptable as equivalent by the Executive Director.

PHYSICAL REQUIREMENTS:

1. Must be able to physically perform the basic life operational functions of climbing, stooping, kneeling, crouching, reaching, walking, pulling, lifting, fingering, grasping, talking, hearing and performing repetitive motions.
2. Must be able to perform sedentary work exerting 20 pounds of force occasionally and 10 pounds frequently.
3. Must be able to possess the visual acuity to prepare and analyze data and figures, view a computer terminal and do extensive reading.
4. Persons with mental or physical disabilities are eligible for this position as long as they can perform the essential functions of the job after reasonable accommodation is made to their known limitations. If the accommodation cannot be made, because it would cause the employer undue hardship, such person may not be eligible.