



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Administrative Assistant
DEPARTMENT: Housing Choice Voucher Program
DATE POSTED: 05/20/2019
CLOSING DATE: Until Filled



SALARY RANGE: PAY Grade 15
\$ 14.79 - \$ 18.18 - Hourly
\$ 30,753 – 37,822 - Annually

FLSA CLASS: Non-Exempt

SUMMARY

Reporting to the assigned HCV Program Director or Manager, the Administrative Assistant is responsible for performing a wide range of clerical and administrative duties necessary to support the assigned division with the HCVP Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Performs all duties in accordance with rules, regulations, and policies; may involve communication with other departments.
- Processes routine paperwork and/or enters data into a department log or database.
- Develops procedures and guidelines related to the filing and/or imaging of documents.
- Compiles information from various sources and prepares specialized reports as needed; formats reports according to department standards.
- Composes, edits, proofreads and prepares routine correspondence as directed.
- Performs administrative support activities such as maintaining files and central records, printing and duplication services, purchasing of supplies and equipment, and preparation of payroll or personnel records.
- Sorts and routes mail to proper divisions.
- Performs a variety of administrative tasks such as organizing appointment calendar and booking meeting rooms.
- Assists department personnel on special projects.
- Schedules and attends conferences and meetings and records and distributes meeting minutes.
- Greets incoming visitors and clients, determines the nature of their business, and directs them to appropriate staff.

- Answers, screen and routes all incoming telephone calls, answering routine questions or transferring to the appropriate staff.
- Takes messages in the absence of staff. Records the caller's name, time of call, nature of business, and staff called.
- Other administrative duties as assigned.

BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

Problem Solving: Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance..

Interpersonal Skills: Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting.

Teamwork: Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests. Establishes and maintains effective working relationships with others.

Professionalism: Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions;

Communication Skills: Conveys information clearly and effectively; uses correct grammar, spelling, punctuation, and vocabulary; Demonstrates ability to follow verbal and written instructions.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Competencies

- Self-starter; Self-motivated
- Strong customer service skills
- Excellent telephone etiquette
- Excellent time management skills
- Strong oral and written communication skills
- Detail-oriented with excellent organization skills
- Skilled in data entry and simple mathematical calculations
- Skilled in interacting with people of different backgrounds

Education and/or Experience

High School Diploma or G.E.D. is required. A minimum of three years of administrative support experience, with at least two in the Housing field; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job as listed. Associates Degree is preferred.

Technical Skills

To perform this job successfully, an individual should have above average abilities using computer software such as MS Word, Excel, Outlook, etc. and should be capable of using internet resources for research and developing advanced reports. Ability to learn other computer software programs as required by assigned tasks.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Abilities:

Hearing and speaking to exchange information in person and on the telephone. Seeing to read a variety of material. Dexterity of hands and fingers to operate a computer keyboard.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds.

EEO POLICY STATEMENT

HANO provides equal employment opportunity to all individuals regardless of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, physical or mental disability, sex (including pregnancy, childbirth, or related medical conditions), gender identity, or gender expression results of genetic testing, or service in the military or veteran status or any other status protected under applicable federal, state or local law. Discrimination of any type will not be tolerated.