



# JOB ANNOUNCEMENT

Housing Authority of New Orleans

**POSITION TITLE:** Administrative Assistant

**DEPARTMENT:** Asset Management

**DATE POSTED:** 08/19/2022

**CLOSING DATE:** Until Filled

**SALARY RANGE:** PAY Grade G 15  
\$31,675 - \$38,957  
\$15.23 - \$18.73 Hourly

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**FLSA CLASS:** Non-exempt

## SUMMARY

The Administrative Assistant is responsible for performing a wide range of clerical, administrative, and mailroom duties necessary to support the Asset Management Department and Agency.

## 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; assist with the invoice reconciliation and requisition process.
- 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.
- 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.
- Attends meetings as requested and records and distributes minutes.
- Performs a variety of administrative tasks such as organizing appointment calendar, booking meeting rooms, screening visitors and telephone calls by answering or referring routine questions.
- Assists department personnel on special projects.
- Schedules conferences and meetings and records meeting minutes.

- Date stamps, sorts and routes all incoming mail and parcels to proper departments, logs in all returned mail and incoming packages prior to delivering to proper departments.
- Delivers and picks up mail from departments and properly processes all outgoing mail; ensuring that all mail has adequate postage for post office delivery.
- Accurately completes all special postage requirements, such as certified mail and processes all incoming and outgoing special delivery items from such services as Fed Ex, UPS, etc.
- Ensures postage machine equipment is properly maintained and working, ensures adequate postage funds are available in postage machine, orders and maintains supplies for mailroom.
- 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.

*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.

### **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***

- Must be well-organized
- Self-motivated
- Strong organizational skills
- Strong communication skills
- Excellent time management skills
- Excellent interpersonal skills

#### ***Education and/or Experience***

High School diploma or G.E.D required. Associates Degree is preferred. The position requires 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. Experience in mailroom processing experience is a plus.

***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. Also, the individual must be able to understand the funding of the postage machine. 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. While performing the duties of this job, the employee is regularly required to stand, bend, stoop and walk. This position must be able to receive, deliver, sort and lift mail, packages, trays and tubs of mail up to 50 pounds.

**EEO POLICY STATEMENT**

The Housing Authority of New Orleans (HANO) provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Discrimination of any type will not be tolerated.

