

## AKRON METROPOLITAN HOUSING AUTHORITY

**Job Title:** Office Administrator  
**Reports to:** Director of Resident Services  
**Department:** Resident Services  
**Date:** 2021  
**FLSA Status:** Exempt

### **General Purpose:**

The primary purpose of this position is to assist the Director of Resident Services in ensuring the department operates efficiently and effectively. This position will work with the Director to sustain and grow the department services, programs and initiatives by supporting the day-to-day department operations, foster and follow up with community partners, and assist in special events planning to create and maintain a favorable public image for the Akron Metropolitan Housing Authority and nonprofit entity, Building for Tomorrow. Incumbent serves as confidential assistant to the Director of Resident Services and assists in managing the communication channels between the Resident Services Department and other agency staff and residents.

### **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.*

- Provides assistance and administrative support to the Director of Resident Services, Building for Tomorrow and other department leadership staff as needed including recordkeeping, document generation, data tracking, follow-up, emailing or other electronic communication, mailing and filing. Ensures that assigned work is completed accurately and timely; responds to requests in a prompt and courteous manner; identifies administrative needs of the Office and develops appropriate solutions and/or recommendations; serves as back-up for other administrative and clerical staff as assigned.
- Assist in developing and implementing plans and goals for the department. Work with the Director to sustain and grow programs and services.
- Works with the director to coordinate and supervise daily operations. Ensures compliance with regulations and internal policies. Follows and enforces relevant policies, procedures, and regulations. Reviews and updates office procedures to reduce errors and costs.
- Participates in strategic planning. Supports the organization's strategic alliances and partnership. Monitors attainment of objectives. Ensures performance goals are set and met.
- Maintains partner relationships by attending partner meetings, planning and coordinating partner recognition and appreciation activities.
- Maintain multiple partner contracts/agreements for ongoing compliance for the department and various programs.
- Helps create budgets and tracks expenditures. Assists in budgeting and monitoring expenses.
- Maintains scheduling of events and represents the company when needed. Plans and prepares for office events, such as meetings, conferences, and other activities. Coordinates with outside vendors to arrange for rooms or other facilities, equipment and catering; coordinates with Administrative Analyst to prepare and send invitations; ensures events/meetings are well planned and executed.
- Collaborates with Administrative Analyst to create and distribute required agency, department

and program reports to internal and external stakeholders.

- Collaborates with Administrative Analyst to create and distribute internal communications.
- Supervises clerical staff, including secretary and temporary workers such as summer youth employment or other work experience programs. Establishes meaningful job objectives for clerical staff and monitors the accomplishment of those objectives. Motivates staff to work together in an efficient manner. Participates in hiring staff, ensures performance standards are met, conducts regular coaching sessions, delivers or recommends disciplinary action up to and including suspensions and terminations, conducts staff meetings etc.
- Manages administrative functions to ensure smooth and efficient operations of the department in cooperation with other departments.
- Represents the organization to the public, key stakeholders and community partners.
- Plans and implements the annual calendar of all activities including fundraising initiatives, special events and the official administrative acts etc. to ensure efforts are not duplicated within the department with respect to resident outreach and communicates with agency staff regarding coordination of schedule events and event preparation.
- Arranges for meetings, travel and manage the director's calendar.
- Attends quarterly Building for Tomorrow Board meetings and accurately transcribes minutes and distributes quarterly board reports to Board members at least one-week prior to the next Board meeting.
- Coordinates with the Director's Office regarding Community Funding, including working with staff to make recommendations for funding and coordinating with the Administrative Analyst in preparing and creating advertisements for events, and other activities.
- Coordinates special events as directed; coordinates with outside vendors to arrange for rooms or other facilities, equipment and catering; prepares and sends invitations; ensures events are well planned and executed.
- Coordinates special department employee recognition programs; gathers information; and coordinates related activities and events.
- Maintains and orders office supplies, furniture, and equipment as needed; processes the department's accounts payable and manages petty cash; reviews departmental invoices and bills for accuracy; credit card reconciliation and payroll processing. Works with vendors to remedy billing issues and ensures compliance with AMHA procurement policies.
- Greets and directs visitors, answers questions, and responds to complaints and requests.
- Supports other departmental activities as needed.

#### Miscellaneous

- Devotes appropriate attention to AMHA Strategic Plan objectives as assigned, ensuring that such goals are met or exceeded.
- Participates in coaching sessions; attends meetings and follows up as necessary.
- Maintains a record of acceptable attendance and punctuality.
- Other duties as assigned.

#### **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.*

**Behavioral Competencies:** This position requires incumbents to exhibit the following behavioral skills:

**Commitment:** Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

**Customer Service:** Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes working colleagues as customers.

**Effective Communication:** Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

**Teamwork:** Willingly shares responsibility for work with co-workers, strives to accomplish team goals and objectives. Demonstrates flexibility in balancing job responsibilities and the ability to deal with change. Open to new ideas and approaches.

**Leadership:** Provides direction by clearly and effectively setting course of action for department and subordinates; manages performance by providing regular feedback and reinforcement to subordinates.

**Job Competencies:**

Knowledge of the policies, procedures and goals of the Agency including the agency strategic plan; some understanding of the United States Department of Housing and Urban Development's regulations and procedures; strong analytic and problem solving skills; knowledge and experience in executive level support, administrative planning, organization and coordination of activities; knowledge and experience with Board relations; ability to prepare meaningful reports and communications; knowledge of office management processes and procedures; knowledge of grammar, spelling and punctuation; must possess proper telephone etiquette, tact, and interpersonal skills; skills in multi-tasking and prioritization; ability to maintain confidentiality. Performing basic office tasks, such as data entry, answering phones, taking messages, sorting mail, maintaining and updating filing, operating office machines, and arranging equipment maintenance and repairs.

**Education, Experience and Certifications:**

Bachelor's degree required, Master's degree preferred; and a minimum of three (3) years experience as an executive assistant; or the equivalent combination of education and experience. Experience with office management, executive level communication and event planning is required. Previous experience with Board relations and property management is preferred.

**Computer Skills:**

To perform this job successfully, an individual should have strong computer skills and extensive knowledge of database, e-mail, calendaring, internet, spreadsheet, presentation and word processing software. Knowledge of common office and mail processing equipment and machines as well as a proficiency in typing is required. Must be able to learn other computer software programs as required by assigned tasks.

**Physical Requirements:** 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:

While performing the duties of this job, the employee is frequently required to maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee must occasionally transport up to 20 pounds.

**Working Conditions:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

Office environment with occasional offsite meetings. Moderate noise level.

**Employee Understanding:**

The above job description was received, read and understood by me.

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Employee's signature

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Date

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Supervisor's signature

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Date