OPRC JOB SPECIFICATION

TITLE: Mills Park Tower Administrative Assistant – Program Support

JOB SUMMARY: Under the direct supervision of the Property Manager, provides administrative, secretarial, property, and general program support for the Property Manager and Assistant Property Manager. Duties include data input into YARDI Voyager system and other support software, addressing tenant inquiries, processing tenant work orders, maintaining supplies, assisting in resident wellness checks, and assisting in the completion of monthly re-certifications, reports and special projects. Interacts with a diverse group of individuals including residents, visitors, home care workers, representatives of local organizations, and co-workers. Independent judgment is required to plan, prioritize and organize diversified workload.

SUPERVISOR: Reports to Property Manager. May receive operational and functional direction from the Assistant Property Manager. This position has no supervisory responsibility. Additionally, works with the Service Coordinator and maintenance staff.

EXPERIENCE/TRAINING: High School Diploma, Two (2) years of administrative work experience in related field, Senior Public Housing experience a plus. Employer will provide appropriate training in each of the areas listed below within 1st six months of hire or upon completion of probationary period.

- CPR and AED Certified
- Re-certification and Housing Specialist (offered by Nan McKay, NAHRO, NCHM, etc.)
- YARDI VOYAGER Software proficient

GENERAL SKILLS:

- Technical Capacity and Proficiency (Microsoft Office Suite/YARDI VOYAGER)
- Personal Effectiveness/Credibility/Collaboration/Flexibility/Thoroughness
- Proficient Oral and Written Communication

JOB RESPONSIBILITIES:

Administrative
- Respond to resident and visitor requests and provide pertinent general and programmatic information and policies.
- Answer direct and/or address incoming calls and inquiries.
- Update and maintain databases, logs, and reports.
- Regularly follow-up with tenants, vendors, and co-workers via email to create audit trail of discussions, agreements, and distribution of information.
- Mail pre-applications to the MPT Waiting List and maintain tracking log.
- Provide status/confirm that person is on waitlist.
- Answer inquiries regarding parking wait list.
- General filing of tenant files.
- Coordinate with main office ordering of printed collateral (letterhead, envelopes, etc.) and order general supplies as needed.
- Other projects or duties as may be assigned by the Property Manager or Assistant Property Manager.

Property Management
- Help maintain tenant files in accordance with Public Housing and OPHA rules.
- Assist in updating and maintaining tenant Waiting List in Yardi.
- Enter work orders and service requests into YARDI Voyager. Update in YARDI when completed.
- Assist in the apartment inspections process (annual, complaint, emergency).
- Collect and organize tenant rent payments (checks).
    - Deliver delinquency notices to tenants.
- Assist Property Manager and Assistant Property Manager in the preparation and completion of monthly reports.
- Understand and be able to appropriately respond to safety monitoring systems and alarms.
- Assist in resident wellness checks.
- Assist as directed in building and resident emergencies.
- Other projects or duties as may be assigned by the Property Manager or Assistant Property Manager.

Programmatic
- Assist in the scheduling and processing of tenant re-certifications, including initial and follow-up interviews and third-party verification of income and medical expenses.
- Assist in the coordination of resident activities.
- Assist in the investigation of program fraud (unreported income, unauthorized occupancy, etc.).
- Assist in ensuring all information is entered in YARDI Voyager.
- Other projects or duties as may be assigned by the Property Manager and Assistant Property Manager.