

Nevada Affordable Housing Assistance Corporation

JOB DESCRIPTION

POSITION TITLE: Administrative Assistant **CLASSIFICATION/STATUS:** Non-exempt / Hourly

REPORTING RELATIONSHIP: 1. Administrator 2. CEO/COO

POSITION SUMMARY: The Administrative Assistant is responsible for the prompt handling of clerical tasks such as filing, telephone calls, scheduling meetings, incoming/outgoing mail, maintenance of homeowner files, data entry and general support of the organization.

RESPONSIBILITIES AND DUTIES:

General

1. Answer telephone calls from homeowners and the public in a professional manner, provide accurate information about the programs, and respond to caller inquiries in compliance with organization and regulatory policies, procedures, and guidelines.
2. Ensure the confidentiality of all Personally Identifiable Information (PII).
3. Assist in the opening, sorting and distribution of daily incoming mail and preparing outgoing correspondence for mailing.
4. Perform filing and file maintenance.
5. Coordination of office maintenance.
6. Provide support to management in the performance of other duties as required by management.
7. Assist with the development and maintenance of correspondence and reports.
8. Coordinates with supervisors, managers, and third parties to gather information, and identify and resolve issues.
9. Creates and monitors reports.
10. Assist the Administrator and CEO in any office duties as assigned.
11. Assist with new hire orientation, complete and process new hire onboarding paperwork.
12. Assist with implementation and execution of employee recognition programs.
13. Assist with benefit administration, enrollment and termination for all employees, including medical, dental, vision, Short Term Disability (STD), Long Term Disability (LTD), and life insurance programs. Assist in the creation, modification, and update reports, such as staffing, termination, conversion of temporary workers to regular employees, requisition, and other reports as needed.
14. Assist in areas such as personnel and information management, filing systems, inventory and requisition of supplies and other clerical services. Formulate procedures for systematic retention, protection, retrieval, transfer, and disposal of records.
15. Ensure personnel and other confidential documents and physical access methods are held under strict lock and key.

Customer Service Lead

1. Ensure that inbound calls are answered, and outbound calls are carried out in a timely, friendly, and professional manner, and staff are trained and knowledgeable to provide accurate information about company services.
2. Respond to inquiries in accordance with organization and regulatory policies, procedures, and guidelines. Ensure calls requiring more complex information are routed to the appropriate area for handling.
3. Assist in preparation and filing of homeowner documents and correspondence. May retrieve homeowner documents and correspondence for research in accordance with organization security policy and procedures.
4. Train staff in identifying applicant needs and aligning those needs with the appropriate program(s).
5. Deliver initial orientation and training for new staff. Ensure the integrity of the training and identify unmet training needs.
6. Provide assistance to Customer Service Representatives for complex issues.
7. Must be knowledgeable in policies and procedures, program guidelines, and term sheets.

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8. Develop and maintain working knowledge of the organization's system of record and telephone system.

The duties and responsibilities described above may provide only a partial description of this position. This is not an exhaustive list of all aspects of the job. Other duties and responsibilities not outlined in this document may be added as necessary or desirable, with or without notice.

QUALIFICATIONS AND REQUIREMENTS:

1. High School Diploma or equivalent required. Demonstrated performance and work experience may be a substitute for educational requirements.
2. One to three years' experience in a call center environment with at least one year in a supervisory capacity.
3. Technical knowledge and skills with respect to case management and with document management and telephone systems.
4. Must demonstrate proficiency in conflict management.
5. Ability to solve problems in a timely manner and deal with a variety of variables to arrive at solutions.
6. Ability to listen to and consider diverse ideas and opinions and make recommendations based on a combination of factors and information.
7. Proficiency in Microsoft Excel, Outlook, PowerPoint, and Word.
8. Well-developed ability to manage multiple tasks/projects and deadlines simultaneously.
9. Strong organizational skills and detail orientation.
10. Strong verbal and written communication skills.
11. Ability to maintain strict confidentiality and discretion.

PHYSICAL DEMANDS:

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

1. The individual is required to regularly sit at a computer and enter data for extended periods of time.
2. The individual is required to listen and talk to individuals and before groups in the performance of the job.
3. The individual is regularly called upon to deal with stressful situations and a high work volume.
4. The individual is regularly required to stand, walk and drive for extended periods of time.
5. The individual is occasionally required to bend, stretch and use hands to handle or feel objects, tools or controls and to reach with hands and arms.
6. The individual is occasionally required to lift up to 25 lbs.
7. Position requires some travel and scheduling flexibility.

JOB DESCRIPTION ACKNOWLEDGMENT:

I have received a copy of my job description dated _____. The job description describes duties and responsibilities which apply to me. I agree to read the job description and understand it may be amended as organizational conditions or requirements necessitate. In that case, changes will be communicated to me.

Employee Signature

Date

Employee Name (printed)

Date

Supervisor Signature

Date

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Please keep a copy for your records

DRAFT