

Housing and Redevelopment Authority of St. Cloud

Position Description

Job Title:	Housing Administrative Assistant	Grade: 103
Exemption Status:	Non-Exempt	Department: Housing/Administration
Authorization:	Lori Lindberg, Executive Director	Date: October, 2020 January, 2024 September, 2025

Job Specifications

<u>Factor</u>	<u>Level</u>
Education:	High School diploma or GED, plus 1-year higher education
Job Related Experience:	2 Years
Special Requirements:	MN driver's license, valid car insurance
Supervision Given:	Does not supervise
Supervision Received:	Voucher Programs Manager

Job Summary: The Housing Administrative Assistant performs intermediate administrative support in a customer service environment with direct client contact. This position works with competing priorities while performing technical work related to the agency's housing programs and general office support. This position is required to work the HRA's normal business hours of 8:00 a.m. to 4:30 p.m., Monday through Friday, with summer hours between Memorial Day and Labor Day from 7:30 a.m. to 5:00 p.m. Monday through Thursday and 7:30 a.m. to 11:30 a.m. on Fridays, and work in-person in the central office.

Essential Functions:

1. Provides professional front office administration and customer service by managing public inquiries in person and by phone, while effectively handling competing priorities throughout the day. Maintains confidentiality in all duties.
2. Answers a high volume of incoming calls on main office line, and routes and forwards incoming calls to appropriate staff. Responds to incoming voicemail messages ensuring they are answered in a timely manner. Responds to questions, monitors incoming faxes, and forwards inquiries to the appropriate person.
3. Provides skilled administration, operation, and maintenance of the agency phone system and electronic signage to ensure information that is accessible to the public remains current.
4. Greets and assists visitors by providing information on agency services, eligibility requirements, and

application procedures, including distributing forms and resource materials. Creates and maintains a resource list of community services and ensures list is current and available to visitors to the HRA. Provides forms and instructions to assist potential residents with application process and adds applications to required agency systems.

5. Opens and closes the office daily, while maintaining safety, cleanliness and organization of public and shared spaces, including restocking materials, light cleaning (vacuuming, changing out trash, wiping down surfaces), and ensuring lobby technology and communications are current and operational.

6. Manages all incoming and outgoing mail, including sorting, date-stamping, distributing, metering and delivering mail and packages; prepares materials (i.e. notices, bills, newsletters, brochures, correspondents, etc.) for mailing and ensures compliance with postal regulations, notifying the supervisor of any necessary policy updates. Assists in requisitioning funds for mail service.

7. Assists with ordering, inventory, distributing, and maintaining office supplies. Assists the Administrative Services Manager with maintenance issues, office equipment repairs, updating the agency website, and service, and maintaining inventory of offices supplies in a professional and orderly manner.

8. Schedules appointments and maintains calendar for program staff.

9. Assists in projects which may include but are not limited to mailings, filing, scheduling appointments, scanning, copying and assembling briefing packets, assembling meeting packets, and general clerical support to staff as needed.

10. Supports public meetings and events by coordinating logistics such as facilities, refreshments, and materials; provides backup coverage for staff and assists with special projects as needed. This includes working with and providing backup to the Administrative Services Manager in performing and/or coordinating postings and public notices, ensuring compliance with federal and state regulations, preparing and distributing meeting agendas, packets and reports, and taking and transcribing Commission meeting minutes in accordance with standards.

11. Attends training and education as necessary, recommended, or otherwise assigned to meet agency regulatory and contractual obligations and to respond to changing needs.

12. Develops and maintains a positive and professional work environment.

13. Additional duties as assigned.

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.

<i>Activity</i>	<i>Frequency</i>	<i>Activity</i>	<i>Frequency</i>
Sit	Continuously	Climb/balance	Occasionally
Stand	Occasionally	Carry/Lift up to 50 lbs.	Occasionally
Walk	Occasionally	speaking or hearing	Continuously

Reaching with hands and arms	Frequently	Using hands to finger, handle or feel	Continuously
Stoop, kneel, crouch or crawl	Occasionally	Repetitive motions	Continuously
Exposure to outdoor weather conditions	Occasionally		

Vision requirements: standard

Vocal communication: required for expressing or exchanging ideas by means of the spoken word

Hearing: required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound

Sensory utilization: requires preparing and analyzing written or computer data; operating machines; visual inspection involving small defects and/or small parts; use of measuring devices; observing general surroundings and activities

Noise level: moderate