



POSITION DESCRIPTION

JOB TITLE: ADMINISTRATIVE ASSISTANT (FULL-TIME, TEMPORARY)
\$18.00 - \$22.00 PER HOUR

REPORTS TO: EXECUTIVE ASSISTANT/OFFICE MANAGER

DEPT. /DIVISION: EXECUTIVE

FLSA STATUS: NON-EXEMPT

POSITION SUMMARY:

Works under the direction of the Executive Assistant/Office Manager to provide a variety of general office administration/clerical tasks within the Public Housing and Housing Choice Voucher Program as prescribed by HAFC policies and procedures. The Administrative Assistant is expected to perform duties with minimal instruction and supervision. Work is performed in accordance with well-established policies and procedures.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Support Executive team or accounting functions with data entry, filing, and maintaining spreadsheets for the Executive Team.
2. Manage office supplies inventory and place orders as needed; assist with maintaining office equipment and coordinating repairs or service.
3. Maintain and organize electronic and physical filing systems, including purging files for storage and destruction as needed.
4. Receive, sort, and distribute incoming mail/fax, and deliveries.
5. Assist with scheduling, calendar management, and meeting coordination.
6. Support internal communications, including drafting announcements and email updates; assist with special projects, research, and departmental initiatives as assigned.
7. Assist in implementing office policies and procedures and provide basic technical support for office software as needed.
8. Assist the Receptionist and cover the receptionist desk during lunch; maintain the reception area, ensuring it is tidy, neat, and welcoming.
9. Answers and routes all incoming calls professionally and courteously.
10. Responds to requests for information, inquiries, and complaints from clients or citizens; monitors and responds to general email inquiries and refers to the appropriate department as needed.

11. Prepare reports, policy updates, correspondence, presentations, and other documents as required.
12. Prepare meeting agendas, materials, and take minutes, ensuring action items are documented and followed up on; assist with Board and other office meetings.
13. Resolve resident/vendor conflicts in a professional manner.
14. Provides information exchange to ensure key staff and partners are kept abreast of issues with appropriate follow-up.
15. Assist in coordinating internal and external events, staff trainings, and community outreach efforts.
16. Assist in onboarding new employees, including preparing orientation materials, setting up workstations, and providing necessary documentation.
17. Coordinate and track staff certifications, training, and license renewals, ensuring compliance with organizational and regulatory requirements.
18. Coordinate travel arrangements for staff, including booking flights, accommodations, and transportation as required.
19. Assist in preparing budgets, tracking expenses, and reconciling invoices for office operations; assist in compiling data for management reports.
20. Maintains confidentiality of sensitive employee, resident, and organizational information.
21. Performs other duties as requested.

QUALIFICATIONS:

High school graduate or G.E.D. Two years' secretarial or administrative assistant experience with switchboard experience. Must have knowledge of MS Office Suite.

DEPARTMENTAL PREFERRED QUALIFICATION:

The ideal candidate must have a pleasant, helpful, professional demeanor with a positive can-do attitude and be an excellent manager of time, intermediate user of the Microsoft Office suite and effective multitasking. You must have a minimum of two years' experience as an administrative assistant with heavy switchboard experience. Must have the ability to communicate effectively in English both orally and in writing. Must be experienced dealing directly with the public to include the ability to calmly and effectively deal with unpleasant, angry, or discourteous individuals and high stress situations while maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior.

EQUIPMENT OPERATED:

The following are examples only and are not intended to be all inclusive; Computers/laptops, printers, scanners, photocopiers, mailing machines/ postage meters, electronic faxing, multi-line phone system, and other standard business office equipment.

SPECIAL REQUIREMENTS:

1. Possession of valid State of Georgia driver's license.
2. Ability to be covered under the Housing Authority's fidelity bond.
3. Ability to be insured by Agency's vehicle insurance carrier.

ACKNOWLEDGEMENT:

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. I also understand and acknowledge that my employment with the Housing Authority of Fulton County is at-will, which means that either I or the company may terminate the employment relationship at any time, with or without cause or notice, in accordance with the laws of the State of Georgia. My signature below signifies that I have reviewed and understand the contents of my position description.

Employee Printed Name

Employee Signature

Date

CORE COMPETENCIES AND QUALIFICATIONS:

To perform this job successfully, an individual should demonstrate the following competencies:

Commitment: Sets high standards of performance; pursues aggressive and realistic 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. This skill is characterized by the following types of behavior:

- Takes initiative to make things happen
- Maintains positive “can-do” attitude; successfully meets or exceeds goals
- Demonstrates dedication to and understanding of the mission of the organization
- Takes ownership of issues and problems, even when originating in other areas
- Consistently demonstrates effort to meet and exceed internal/external client expectations
- Overcomes obstacles to complete projects/tasks successfully
- Continuously improves own performance standards and results
- Makes specific changes in work processes to improve performance
- Learns and applies new information quickly

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 work colleagues as customers. This skill is characterized by the following types of behavior:

- Treats customers with courtesy and concern; responds promptly, professionally and politely
- Anticipates what customer wants, and works to provide it
- Initiates action/response to customer complaint/inquiry
- Responds in a timely, effective manner, even if just following up
- Considers every customer interaction as important
- Always delivers on customer commitments, measures performance
- Translates customer information to others in the organization with a need to know
- Ensures that services delivered address the customer's needs

Effective Communication: Ensures important information is passed on 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. This skill is characterized by the following types of behavior:

- Willingly shares information
- Recognizes important information and ensures that others that need to know are informed
- Clearly and concisely expresses ideas and concepts orally and in writing
- Listens openly and non-judgmentally
- Expresses disagreement tactfully and sensitively

- Summarizes input, then checks for understanding
- Listens without interrupting
- Uses correct grammar, spelling and punctuation
- Ensures information is accurate

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work. This skill is characterized by the following types of behavior:

- Will not ignore a problem, even if it is not one's direct responsibility
- Anticipates and acts to avoid a future problem
- Reacts quickly and positively to customer and co-worker inquiries
- Puts the highest priority on accomplishing objectives
- Takes responsibility for one's own actions
- Ensures fair share of work is completed
- Appropriately shares credit for work and ideas with co-workers

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 accommodation may be made to enable individuals with disabilities to perform the essential functions.

Language Skills: Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees.

Mathematical Skills: Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability: Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Computer Skills: To perform this job successfully, an individual should have knowledge of spreadsheet software Excel, word processing software MS Word and knowledge of Tenmast or YARDI software for designated areas of responsibility.

ACKNOWLEDGEMENT:

This acknowledgement serves as my understanding of core competencies and requirements for this position. My signature below signifies that I have reviewed and understand the contents of expected competencies and behaviors for this position to which I will be held accountable for.

Employee Printed Name

Employee Signature

Date