

OFFICE ASSISTANT
(Albany Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position performs complex clerical support work and administrative tasks for the department/division head. The work performed is higher level in nature and requires good knowledge of the policies, functions and procedures of a department. This is primarily a clerical position where the work involves responsibility for updating, maintaining and organizing records and reports for the assigned division. Ability to interact with tenants, landlords, and supervisory staff; and exercise of independent judgment is a major aspect of the work.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Performs administrative and clerical work in the maintenance of records and files;
- Collects and compiles information, data and statistical reports;
- Receives, sorts, indexes, and files: mail, bills, requisitions, ledger cards and other various documents and materials;
- Contacts and assists tenants regarding missing, incomplete or unsigned applications and lease agreements;
- May assist the collections department with tenant rent disputes by reproducing and reviewing history of payment records with tenants to settle disputes;
- May attend and participate in court hearings by recording and/or documenting decisions, payment plans etc;
- May create schedules for Section 8 and public housing inspections;
- May assist in the coordination, scheduling and documentation of inspections and re-inspections;
- Assists in maintaining inventories, records and other departmental or organizational data;
- May type, record and mail inspection notifications, failed inspection and no show notices;
- May contact landlords to schedule appointments for inspections;
- Maintains and updates various databases including parking permits issued for tenants; insurance binders for all contractors or venders performing work on housing property etc.;
- May assist in the formal bidding and awarding of contracts to venders by providing clerical support;
- May assist in the maintenance of personnel records, payroll records, worker's compensation forms, and other documents related to personnel administration;
- Receives telephone calls, makes appointments, and acts as receptionist;
- May use computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

- Good knowledge of the fundamentals of modern office practices and procedures;
- Good knowledge of personal computers and office equipment;
- Knowledge of office record keeping practices;
- Ability to plan and organize clerical work;
- Ability to use computer;
- Ability to use applications such as spreadsheets, word processing, calendar, e-mail and database software;
- Ability to understand and follow complex oral and written instructions;
- Ability to enter data, maintain records, prepare reports;
- Resourcefulness;
- Initiative;
- Accuracy;
- Ability to get along well with others;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from high school or possession of a high school equivalency diploma and two (2) years of satisfactory fulltime paid experience in an office environment; **OR**
- B) Any equivalent combination of training and experience as defined by the limits of (A) above.

PROMOTIONAL FIELD: Two (2) years permanent competitive class status as a Keyboard Specialist or Receptionist and employed at the Albany Housing Authority at the time of application and appointment.

SUBSTITUTION:

Satisfactory completion of 30 credits* or one year of post high school experience at a college or business school may be substituted for one year of the required experience.