

**SENIOR 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. 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; exercise of independent judgment is a major aspect of the work. This class differs from the entry level Office Assistant by the degree of difficulty of work assignments and the level of responsibility in their role with their assigned staff. In addition, this position is responsible for the physical maintenance and retrieval of all documents related to work orders, inspections, purchase orders, elevator maintenance, vehicle maintenance and inspections, etc., that may be required of the Housing Authority during an audit.

**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 purchase orders, emergency work orders: including follow-up and mail, bills, requisitions, ledger cards and other various documents and materials;
- Assists in the coordination of emergency repair/work-orders for all housing developments by maintaining a computerized system, reviewing entries for accuracy, and ensuring all repairs/work-orders are in compliance with regulations;
- Assists Housing Managers in the coordination of required paperwork by reviewing packets and providing notification of incomplete or missing documentation, and assists in the resolution of obtaining all required documents;
- May provide administrative and clerical support in the preparation, compilation, announcement, opening and acceptance of documents associated with formal BID processes: including preparation of contracts or proposals, receipt of formal BIDS, notification of the award of the contract, preparation of change orders, and final review/compliance of all paperwork prior to release of payments;
- 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 assist housing personnel in court by recording decisions, payments agreements, and evictions 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 vendors performing work on housing property etc.;
- May assist in the formal bidding and awarding of contracts to vendors 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;
- Receives, distributes, and files correspondence;
- 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;
- 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 three (3) 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 an Office Assistant or Administrative Aide 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.