

Administrative Assistant

General Description of Position Responsibilities

The Administrative Assistant works with the clients of the Housing Authority of Murray and supporting organizations on a daily basis. The administrative assistant must be consistent and have thorough knowledge of all policies and procedures when dealing with clients, the public, and organizations over the phone, at the counter, and in written correspondence. Additionally, the administrative assistant supports the executive director's efforts on a daily basis as well as other staff members.

1. Provide general administrative support.
2. Maintain familiarity with policies and procedures.
3. Understand and perform duties as outlined in General Procedures.
4. Collect payments from residents and perform daily closing.
5. Maintain the Banned List.
6. Write incident reports, take grievance requests, and vacate notices.
7. Copy documents provided by residents and process accordingly.
8. Process work orders (entry, completion, and filing).
9. Maintain MES customer census for cable television service and billing.
10. Maintain pet files, including photos, vaccinations, and fees.
11. Maintain Ellis Center contracts, keys, and deposits.
12. Track required community service hours for residents.
13. Work with Maintenance Department on inventory control and work order charges.
14. Perform monthly processing of late fees and notices.
15. Issue lease violation letters as needed and complete necessary follow-up.
16. Write monthly resident newsletter and required inspection notices.
17. Maintain supply of current forms in the front office.
18. Coordinate and process orders for office supplies.
19. Develop and maintain standardized resident letters in Lindsey Word Bridge.
20. Attend KHA conferences and complete relevant trainings.