



Administrative Support Specialist

Date: 02/12/2018

Reports to: Housing Services Director

Classification: Full-time

Department: Housing Services

Status: Non-exempt

POSITION SUMMARY:

Provide general clerical and administrative support to all SEK-CAP programs, primarily focused on the Housing and Transportation departments and their activities operating within the Annex.

ESSENTIAL FUNCTIONS:

- Receive incoming telephone calls, respond to requests for basic information, direct calls to appropriate parties, and refer customers to community resources and other organizations based on assessed needs.
- Perform data entry as assigned. Ensure data entry and data verification according to established procedures using data entry devices and systems.
- Collect and distribute mail.
- Perform a variety of clerical duties, including Central Office front desk support, as needed.
- Assist customers with completing SEK-CAP program applications and promote SEK-CAP programs and services as appropriate, including rental assistance programs and SEK-CAP owned rental properties.
- Read and review policy manuals for state and federal housing programs.
- Develop and maintain a desk manual.
- Collect monies owed to SEK-CAP housing programs and maintain organized records of transactions.
- Maintain a clean, safe, and appropriate office environment.
- Monitor and maintain appropriate inventory of office supplies and equipment.
- Communicate concerns, questions, and safety issues to a direct supervisor immediately.
- Consistently greet customers, staff, and community in a positive manner.
- Complete, compile and prepare records, reports and necessary documentation.
- Maintain Excel spreadsheets for tracking various program reporting activities.
- Establish and maintain files.
- Attend mandatory In-Service trainings and staff meetings.
- Advocate for SEK-CAP, Inc. in the community.
- Maintain and assure confidentiality and privacy of SEK-CAP, Inc. customers.
- Respect and support cultural differences and diverse family structures.
- Demonstrate good work habits such as arriving on time and adhering to appropriate break times.
- Responsibility to report any suspected abuse or neglect to appropriate authority.
- Uphold and promote the core values and mission statement of SEK-CAP, Inc.
- Support management decisions both in actions and words.
- Other duties as assigned.
- Obey all traffic regulations and SEK-CAP's vehicle usage policy.

KNOWLEDGE AND EXPERIENCE:

Essential:

1. Basic computer skills, including Microsoft Office Software components, i.e.; Access, Word, Excel, and PowerPoint; Internet Explorer, Outlook.
2. Intermediate keyboarding/typing skills.
3. Basic operation skills of general office equipment such as photocopiers, faxes, and phone systems.

4. Superior interpersonal skills. Ability to get along with diverse personalities. Tactful, mature, and flexible.
5. Ability to meet and deal tactfully with the general public and to communicate effectively and clearly both orally and in writing.
6. Resourceful and well organized.
7. Ability to establish and maintain positive, effective working relationships with co-workers, community partners, and customers.
8. Ability to learn and adapt.
9. Ability to follow rules and regulations, despite outside pressure to “bend the rules”.

Desired:

1. Have or be willing to obtain certification/training on various types of software utilized within the organization.
2. One year related experience and/or training.

EDUCATION AND QUALIFICATIONS:

1. Degree preferred-minimum: High School Diploma or its equivalent.
2. Possess current, valid driver’s license and be able to meet insurance underwriting guidelines
3. Submit to and pass standard criminal history check.
4. Obtain First Aid and CPR certification within 30 days (SEK-CAP will provide this opportunity).

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT:

The physical demands and work environment 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.

1. Use hands to finger, handle, or feel;
2. Reach with hands and arms;
3. Sit or occasionally stand; walk and stoop, kneel, or crouch;
4. Regularly lift and/or move up to 10 pounds;
5. Required vision abilities include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus;
6. Occasional exposure to wet and/or humid conditions;
7. Outside weather conditions;
8. Extreme cold and extreme heat;
9. Noise level is usually quiet to moderate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or logical assignment to the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

ACKNOWLEDGEMENT:

“I have presented this job description to the employee and all aspects of the position have been reviewed.”

Supervisor Signature

Date

“I have read this job description and thoroughly discussed the contents with my supervisor.”

Employee Signature

Date