

CODE: 9030
FLSA:
GRADE:

**ORLANDO HOUSING AUTHORITY
JOB DESCRIPTION**

JOB TITLE: OFFICE ASSISTANT

GENERAL STATEMENT OF JOB

Under regular supervision, performs clerical work associated with greeting visitors, answering incoming telephone calls, providing information, typing documents, and processing documentation.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides reception, telephone, and clerical support to Central Office; provides clerical support to other departments as needed, which may include the Executive Office, Human Resources, Accounting, Tenant Integrity, Public Relations, or other area as assignee.

Greets incoming visitors, residents, and other individuals, including individuals who are seeking public housing and/or housing assistance information; ascertains nature of business; provides appropriate information in a professional manner; directs visitors to appropriate personnel.

Answers incoming telephone calls; screens calls; provides information and assistance; directs callers to appropriate personnel or agencies; records/relays messages; initiates and returns calls as necessary; responds to complaints and routine questions; researches problems and initiates problem resolution.

Receives incoming mail, packages, and other deliveries; sorts and distributes mail per established procedure and in a timely manner; notifies employees of packages received.

Types, prepares, or completes various forms, reports, correspondence, messages, lists, contracts, applications, verifications, envelopes, labels, or other documents.

Receives various forms, reports, correspondence, lists, manuals, directories, reference materials, or other documentation; reviews, completes, processes, forwards or retains as appropriate.

Operates a computer to enter, retrieve, review or modify data; verifies accuracy of entered data and makes corrections; utilizes word processing or other software programs.

Performs various clerical tasks in support of department activities as needed, which may include making copies, sending/receiving faxes, filing documents, preparing outgoing mail, or scheduling meetings/appointments.

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Communicates with supervisor, employees, other departments, local officials, callers, visitors, residents, HUD personnel, vendors, the public, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Regular attendance in conformance with standards, which may be established by management from time to time, is essential to the successful performance of this position. Employees with irregular attendance may be subject to disciplinary action, up to and including termination of employment.

ADDITIONAL JOB FUNCTIONS

May operate a motor vehicle to conduct various errands as assigned.

Provides assistance to other employees or departments as needed.

Performs other tasks as required. The above-listed duties are only illustrative and are not intended to describe every function, which may be performed, by this position. The omission of specific statements does not preclude management from assigning specific duties not listed, if such duties are a logical assignment to the position.

MINIMUM TRAINING AND EXPERIENCE

High school diploma or GED; supplemented by 5 months previous experience and/or training involving reception work, switchboard operations, personal computer operations, or general office work; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. May require possession and maintenance of a valid Florida driver's license.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of automated machines including telephone, computer, copier, calculator, etc. Must be physically able to exert up to ten pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects. Position involves mostly sedentary work, but may require walking or standing for brief periods of time.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or compositional characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving assignments and/or directions from supervisor.

Language Ability: Requires the ability to read a variety of policy and procedure manuals, computer manuals, reference materials, etc. Requires the ability to enter data into computer and

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prepare reports, correspondence, records, etc., with proper format, punctuation, spelling, and grammar, using all parts of speech. Must be able to speak with poise, voice control, and confidence and to articulate information to others.

Intelligence: Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in oral, written, schedule, mathematical or diagrammatic form. Requires the ability to make routine independent judgments in the absence of supervisor; to acquire knowledge of topics related to primary occupation. Must have the ability to comprehend and interpret received information and the ability to comprehend and implement basic office machinery functions.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently with students, parents, staff, and with persons of varying educational and cultural backgrounds.

Numerical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width, and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using automated office equipment and communications machinery.

Manual Dexterity: Requires the ability to handle a variety of items including computer keyboards, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination and Visual Acuity: Requires the ability to differentiate colors and shades of color; requires the visual acuity to determine depth perception, peripheral vision, inspection for small parts; preparing and analyzing written or computer data, etc.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under moderate stress when confronted with an emergency or tight deadline. The worker is subject to tension as a regular, consistent part of the job.

Physical Communication: Requires the ability to talk and hear: (talking: expressing or exchanging ideas by means of spoken words; hearing: perceiving nature of sounds by ear). Must be able to hear and understand communications through a telephone.

PERFORMANCE INDICATORS

Knowledge of Job: Has thorough knowledge of the methods, policies, and procedures of Housing Authority as they pertain to the performance of duties of the Office Assistant. Has knowledge of the laws, ordinances, standards, and regulations pertaining to the specific duties and responsibilities of the position. Is able to comprehend, interpret, and apply regulations, procedures, and related information. Has knowledge of modern office practices and procedures. Is able to type and enter computer data with speed and accuracy. Is skilled in applying a responsible attention to detail as necessary in preparing reports and records. Is able to read and

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interpret various administrative materials pertaining to the responsibilities of the job. Is able to maintain records with accuracy and confidentiality. Is skilled in the use of computers for data processing, word processing and records management. Has knowledge of how to operate and maintain a variety of office equipment as necessary in the performance of daily activities. Is able to perform basic mathematical computations with accuracy. Is able to offer assistance to co-workers and employees of other departments as required. Is able to use independent judgment as needed in performing routine tasks. Has knowledge of the terminology used within the department. Has knowledge of how to maintain effective relationships with co-workers, personnel of other departments, professionals, and members of the public through contact and cooperation. Has knowledge of how to react calmly and quickly in emergency situations. Is able to perform duties effectively despite frequent interruptions. Is able to perform duties effectively and professionally in an environment in which discrimination and other public issues are constant concerns. Is able to plan, organize, and prioritize daily assignments and work activities. Has good organizational, technical, and human relations skills. Is able to learn and utilize new skills and information to improve job performance and efficiency.

Quality of Work: Maintains high standards of accuracy in exercising duties and responsibilities. Exercises immediate remedial action to correct any quality deficiencies that occur in areas of responsibility. Maintains high quality communication and interaction with internal and external entities with whom the position interacts.

Quantity of Work: Performs described Essential Functions and related assignments efficiently and effectively in order to produce quantity of work which consistently meets established standards and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities in the technical, human and conceptual areas.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to higher management with respect to vacation time and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant and self-starting approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished, and initiates proper and acceptable action for the completion of work with a minimum of supervision and instruction.

Judgment: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situations and alternatives before exercising judgment.

Cooperation: Accepts supervisory instruction and direction and strives to meet the goals and objectives of same. Questions such instruction and direction when clarification of results or consequences are justified, i.e., poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

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Relationships with Others: Shares knowledge with managers, supervisors and co-workers for mutual benefit. Contributes to maintaining high morale among all employees. Develops and maintains cooperative and courteous relationships inter- and intra-departmentally, and with external entities with whom the position interacts. Tactfully and effectively handles requests, suggestions and complaints in order to establish and maintain good will. Emphasizes the importance of maintaining a positive image.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussions on time. Implements work activity in accordance with priorities and estimated schedules.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

DISCLAIMER: This job description is not an employment agreement or contract. Management has the exclusive right to alter this job description at any time without notice.