

Job Description

Administrative Assistant Summary of duties

Administrative Experience: Previous experience in administrative roles, preferably in a government or social services setting.

Organizational Skills: Ability to manage multiple tasks efficiently, prioritize workload, and meet deadlines.

Attention to Detail: Thoroughness in completing tasks, maintaining accurate records, and ensuring compliance with program guidelines.

Communication Skills: Strong written and verbal communication skills for interacting with program participants, colleagues, and external stakeholders.

Computer Proficiency: Proficient in using office software such as Microsoft Office (Word, Excel, Outlook) and familiarity with database management systems.

Understanding of Housing Programs: Basic knowledge or willingness to learn about housing assistance programs, including the Housing Choice Voucher program.

Customer Service: Ability to provide courteous and professional assistance to program participants, addressing inquiries and concerns promptly and effectively.

Problem-Solving Skills: Capacity to identify issues, analyze situations, and propose solutions to resolve administrative challenges or participant issues.

Confidentiality: Ability to handle sensitive information with discretion and maintain confidentiality in accordance with program policies and regulations.

Teamwork: Collaborative attitude and ability to work effectively as part of a team to achieve program goals and objectives.

Other duties as assigned.