



## **JOB DESCRIPTION**

### **ADMINISTRATIVE ASSISTANT – HOUSING DEPARTMENT**

#### **THE ORGANIZATION**

Greater Victoria Housing Society is a registered charity and non-profit organization dedicated to providing affordable rental housing for low to moderate income households.

#### **PURPOSE OF THE POSITION**

Reporting to the Manager of Tenant Relations, the Administrative Assistant is a primary customer service agent for the Society. The Administrative Assistant assists and supports the Housing Department by performing administrative and clerical duties and being first point of contact for individuals that enter the office.

#### **DUTIES AND RESPONSIBILITIES**

- Greet persons entering the Society office, determine nature and purpose of visit, refer them to the appropriate staff person and/or direct or escort them to specific destinations.
- Receive rent payments, ensure cheques are correctly filled in or cash amounts are correct, and issue receipts as required.
- Open and date stamp incoming mail and distribute to the appropriate personnel
- Backup for ensuring all outgoing mail is deposited in a mailbox.
- Perform administrative and clerical duties for the Housing Department, Manager of Tenant Relations and Director of Property Management.
- Prepare, copy and file correspondence or other material as directed by Manager of Tenant Relations or Director of Property Management.
- Manage and update the tenant database.
- Support Housing Coordinator(s) with annual review of subsidized tenants' incomes by completing the copying, mailing and filing of documentation and ensuring the Finance Department has up to date information on amounts and date of implementation.
- Support Housing Coordinator(s) with annual rent increases for non-subsidized tenants by completing the copying, mailing and filing of documentation and ensuring the Finance Department has up to date information on amounts and date of implementation.
- Forward information to the Finance Department when there are interim changes to rent based on changing circumstances of those living in Society Housing.
- Support the Housing Department in maintaining complete, accurate files and supporting documents for each tenancy, as well as all subsequent data entry related to rent subsidy applications.

- Organize “Tenant Welcome” initiatives and other programs as directed by the Manager of Tenant Relations.
- Other related duties.

### **CORE COMPETENCIES**

- Flexibility
- Collaboration
- Effective Communication
- Commitment
- Empathy
- Attention to Detail
- Reliability
- Resiliency

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of office administration practices and procedures
- Proficiency in typing.
- Computer skills including good knowledge of Windows, email, internet, word processing and basic knowledge of spreadsheet software
- Excellent attention to detail in collecting and entering data.
- Ability to manage tasks, time and priorities to handle a number of different issues in a responsive and timely manner.
- Exceptional interpersonal and communication skills, including being empathetic to clients and working through situations with others who are under stress, either in person or on the phone, maintaining respect and confidentiality at all times.
- Ability to co-operate and collaborate with others.

### **EDUCATION AND EXPERIENCE**

- High school graduation or equivalent.
- Two years of clerical/administrative experience
- Experience working directly with the public

### **WORKING CONDITIONS**

- Union Membership: CUPE Local 1978
- Hours of Work as provided in the Collective Agreement.
- Submit to Criminal Record check.
- Office environment – Business Casual Dress Code

**ACKNOWLEDGEMENTS**

By signing below, I acknowledge that I have reviewed, understand, and agree to perform the duties and responsibilities of the Housing Coordinator position to the best of my ability.

**Signature of Incumbent** \_\_\_\_\_ **Date** \_\_\_\_\_

**Printed Name of Incumbent** \_\_\_\_\_

By signing below, I declare that I have reviewed the duties and responsibilities of the Housing Coordinator position in detail to clarify expectations in the role for the above-named Incumbent.

**Signature of Supervisor** \_\_\_\_\_ **Date** \_\_\_\_\_

**Printed Name of Supervisor** \_\_\_\_\_