



Housing Management Assistant May 2023 JOB DESCRIPTION

Summary: The Somerville Housing Authority (SHA) is looking for a highly organized, collaborative, and detail-oriented Housing Management Assistant to perform general supportive administrative duties for SHA's Housing Managers. The Housing Manager Assistant performs a variety of customer service functions, general receptionist duties, administrative and clerical tasks in support of SHA's Housing Managers, and other offices as assigned.

The essential functions include but are not limited to:

Data entry, creating spreadsheets and reports, performing general clerical duties, organizing, and maintaining filing systems, performing customer service and receptionist duties, providing a variety of secretarial and administrative duties in support of managers and other staff, including to residents, clients, and the general public. This position may act as floating administrative coverage for other SHA Departments.

Typical assignments include:

1. Create and maintain filing systems, both electronic and physical
2. Assist with daily resident inquiries and referrals
3. Referring residents, clients, and the public to the proper SHA Department
4. Scheduling and showing units, as needed
5. Organization of resident files
6. Collate and distribute mailings
7. Check and manage office voicemail
8. Prepare/write and distribute email, correspondence, letters, faxes, and forms
9. Input data into tenant management software and databases
10. Organize and schedule appointments
11. Maintain contact lists
12. Work Order Input
13. Payroll Input

The duties and responsibilities outlined above are designed to serve as a guideline, and do not, in any way restrict the Housing Authority, through its Executive Director, from amending or augmenting these duties and responsibilities by inter-related oral or written instructions, directives or memoranda.

Qualifications: Excellent written and verbal communication, attention to detail, customer service, and organizational skills are essential. High degree of professionalism and courteousness. Proficient with MS Office and office equipment. Bi-lingual candidates are strongly preferred.

Education/Experience: Minimum high school diploma or equivalent. Prior experience in residential property management field is strongly preferred but not required.

Apply to:

Emily Eschmann, Executive Assistant
Somerville Housing Authority
30 Memorial Road
Somerville, MA 02145
Email: emilyh@sha-web.org

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