



### Position Description

<b>Position Title:</b>	Resident Services Assistant	<b>Department:</b>	Resident Services
<b>Reports to:</b>	VP of Resident Services	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Non-Exempt	<b>Date Created:</b>	March 2020

#### Summary

The primary purpose of this position is to provide a wide variety of administrative and clerical support for the Resident Services Department. The incumbent also provides customer service support, specifically serving as a liason between residents and inspectors to assist residents with solutions regarding housekeeping/inspection violations.

All activities must support the Columbia Housing's ("CH") mission, strategic goals, and objectives.

#### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Provides clerical and administrative support to the Resident Services Department including recordkeeping, document generation, data tracking, follow-up, telephoning, mailing and filing as assigned; ensures that assigned work is completed accurately and timely; responds to requests in a prompt and courteous manner; identifies administrative needs and develops appropriate solutions and/or recommendations.
- Greets visitors; actively inquiries about how the visitors may be assisted; provides accurate information in response to questions and comments; directs visitors to appropriate staff; represents department and CH in a professional and courteous manner.
- Assists in coordination with various organizations to aid residents.
- Serves as liason between residents and inspectors; creates and develops action plans if a negative housekeeping report occurs; provides housekeeping inspection guidance to residents.
- Completes follow up reports pertaining to housekeeping action plans.
- Assists in coordination and promotion of various Resident Services functions and events; hosts or co-hosts weekend and/or evening events.
- Prepares and submits requests for services; may research or contact residents to acquire missing information.
- Works to address resident needs in program offerings.
- Provides residents with transportation as needed.
- Drafts correspondence, technical reports and status reports; ensures documents are consistently formatted and grammatically correct.
- Maintains awareness of social and welfare services, new legislation, development, and trends relevant to the field of community and resident services.
- Assists with updating and maintaining case notes, activity logs, and other documents.
- Greets and assists residents in the computer lab.
- Completes other related duties as assigned.

#### Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*



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**Job Knowledge:** Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

**Commitment:** Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

**Customer Service:** Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

**Effective Communication:** Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

**Initiative:** Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

**Responsiveness and Accountability:** Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

**Teamwork:** Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

## Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Knowledge of case management processes including intake, assessment, and referral. Skills in maintaining accurate, thorough, and confidential case records in compliance with applicable programs.
- Knowledge of the community, its resources and dynamics applicable to the delivery of CH programs in assigned areas of responsibility.
- Knowledge of the typical problems and needs of the CH resident population.
- Knowledge of records management processes and procedures; knowledge of grammar, spelling and punctuation.
- Skill in customer service and resident relations.
- Ability to understand and follow moderately complex written and oral instructions and to communicate and relate to persons of diverse backgrounds, ages, and abilities.
- Ability to use proper telephone etiquette, tact, and interpersonal skills; skills in multi-tasking, organization and prioritization; ability to maintain confidentiality.
- Ability to create marketing materials and presentations.



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- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.

### Education and/or Experience

High School Diploma, GED, or equivalent and a minimum of two (2) years of experience as an administrative assistant. Associate's or Bachelor's Degree preferred. An equivalent combination of education and experience may be considered.

The incumbent must obtain a valid Commercial's Driver's License (CDL) within six (6) months of employment and the ability to be insurable under the CH's automobile insurance plan at the standard rate.

### Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### Physical Demands

The physical demands 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.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

### Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires the availability to work outside of the established CH working hours.

Office environment. The noise level in the work environment is moderate.

This position is considered "safety sensitive" and is subject to random testing.

### Read and Acknowledged

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Employee Signature

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Date

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Employee Name [printed]