

SENIOR OFFICE ASSISTANT - HOUSING AUTHORITY

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this class performs responsible clerical and financial record keeping duties of a complex nature in a municipal Housing Authority, and handles daily office administrative tasks on behalf of the Executive Director. Incumbents exercise a wide latitude and responsibility for the daily office operations and the position functions independently in carrying out assignments. The incumbent acts as a liaison between the municipal housing authority and the tenants, therefore an ability to deal well with the public and both develop and maintain good public relations is essential. This position requires skill in the operation of a computer using various software applications. An incumbent maintains departmental files and records either manually or on a computer depending on the jurisdiction and its resources. In addition, incumbents may assist with or conduct the tenant selection and investigation program. Supervision may be a function of this position depending on the size of the housing authority operations and staffing levels. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Maintains all office records and files either manually or using automated systems;

Assists Executive Director in the implementation and execution of all policies and procedures of the housing authority;

Assists Executive Director in the preparation of annual budget, and monitors expenditures throughout the year to ensure sufficient funding is appropriated for purchases;

Posts income, issues checks and records income/disbursements in control ledgers and files;

Prepares bank deposits and bank reconciliation of statements;

Receives and prepares work orders for maintenance and/or repairs and prepares associated purchase orders for payment as per procurement policy;

Conducts or assists with the review of eligibility of tenants for occupancy; elicits information from applicants, as required;

Receives rents from tenants and posts same to proper accounts;

Receives and assists with tenant complaints and either attempts to resolve them or refers them to Executive Director for resolution;

Assists tenants with budget planning, as necessary;

Handles routine personnel matters on behalf of the Executive Director such as timekeeping, submission of verified timesheets for payroll, health benefits enrollment and explanation of coverage, and submission of all paperwork required to report civil service personnel transactions to Westchester County Department of Human Resources;

EXAMPLES OF WORK: (Illustrative Only) (cont'd.)

Prepares or assists with the preparation of all agency reports;

Prepares documents for meetings of the Housing Authority Board;

Attends meetings of the Housing Authority Board and records/prepares minutes of the meeting;

Coordinates all meetings between Housing Authority Board members, Housing Authority staff, tenants, outside consultants, agencies and vendors as necessary;

Works with tenants and the public to enhance the image of Housing Authority properties as needed;

Works with tenants to encourage participation in tenant's councils and to induce greater tenant involvement in the operations of the Housing Authority as needed;

May plan, coordinate or assist in the planning of recreational or social programs for tenants;

May supervise subordinate staff in daily tasks to ensure smooth and efficient day to day operation of the office;

May perform site visits of Housing Authority properties to evaluate tenant complaints and report on property conditions to Executive Director.

Uses computer applications such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of modern office terminology, procedures and equipment, business arithmetic and business English; good knowledge of office record keeping practices; good knowledge of the procedures used in keeping and checking financial records and in handling and recording monetary payments; skill in eliciting information; ability to plan, organize and efficiently perform clerical operations; ability to manipulate a standard alphanumeric keyboard at a rate of not less than 35 words a minute; ability to deal effectively with the public; ability to get along well with others; ability to operate office machines; ability to perform simple arithmetic computations; ability to maintain complex records and files; ability to prepare reports; ability to effectively use computer applications such as spreadsheets, word processing, calendar, e-mail and database software to produce various formats for correspondence, records, reports, tables, charts, and the maintenance of files; ability to read, write, speak, understand, and communicate in English sufficiently to perform the essential duties of the position; courtesy; honesty; accuracy; dependability; initiative; tact; good judgment and discretion; physical condition commensurate with the duties of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: Graduation from high school or possession of a high school equivalency diploma and either: (a) four (4) years of office/clerical experience, two (2) years of which must have involved financial recordkeeping and public contact* or (b) graduation from a post high school secretarial or business school with a degree or certificate† in secretarial sciences, office technology or closely related field and two (2) years of office/clerical experience which must have involved financial recordkeeping and public contact*.

SUBSTITUTION: Satisfactory completion of 30 college credits** may be substituted on a year for year basis for up to two (2) years of the general office/clerical experience as described above. However, there is no substitution for the two (2) years of specialized financial recordkeeping and public contact* experience.

*DEFINITION: Public contact experience is defined as experience which includes, but is not limited to, information gathering, disseminating and clarifying, inspecting, negotiating or counseling. The nature of the contact is such that it requires judgment on the part of the individual in dealing with or responding to another person.

†SPECIAL NOTE 1: A certificate program is defined as a minimum of 6-8 courses and results in the issuance of a certificate.

**SPECIAL NOTE 2: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

SPECIAL REQUIREMENT: Depending on assignment, possession of a valid license to operate a motor vehicle in New York State may be required. It is the responsibility of the appointing authority to ensure that the candidate possesses a valid driver's license and meets all requirements prescribed by the New York State Department of Motor Vehicles for the duration of the assignment.

NOTE: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.