

JOB DESCRIPTION
Projects Administrative Assistant – Main Office

BASIC FUNCTIONS

- Continue to maintain the Artesian Vista tenant files, to include but not specifically limited to processing of new tenant applications, perform annual tenant recertification, move in and move out tenants.
- Assist the Property Manager, Projects, as well as other Projects management group with administrative tasks.
- Serve as POC for incoming projects visitors, tenants, applicants, etc.
- Serve as back up for Front Office Administrator (Receptionist) to relieve during lunch breaks and at other times the front desk may be out or away from the front desk.
- Provide daily post office mail pick up and other mail-related business that may also include posting of certified mail.
- Provide backup assistance projects for processing of project applications and recertification.
- Receptionist relief as assigned; including posting of mail
- Additional clerical and administrative duties that may be assigned.

RELATIONSHIPS

- Reports to Property Manager, Projects and/or Director, Property Management.
- Work closely with all projects resident managers in tenant certifications. Always maintain a close relationship with all projects' onsite staff.
- Maintains relationships with main office staff, including accounting, as well relationships with affiliated companies.
- Accountable to the company, tenants, and clients.
- Maintains relationships with suppliers, vendors, and professionals servicing the company or property.
- Maintains relationships with HUD, Housing and Community Development Corporation of Hawaii, State and Federal Section 8 offices.

RESPONSIBILITIES

The tasks and activities listed below are not all inclusive. However, they are indicative of the types of responsibilities normally performed by this position. These duties and responsibilities may be modified at any time.

- A. RESIDENT MANAGEMENT
1. When called, responds to all resident inquiries regarding certifications in an efficient, tactful and professional manner.
 2. May require onsite certification (initial and/or recent) interviews.
 3. Establishes rapport with all residents.
 4. Determines needs of prospective residents regarding certifications and eligibility.
- B. ADMINISTRATIVE
1. Assists the property manager (projects) with project administrative duties.
 2. Maintain tenant certification records in tenant files in a neat and orderly fashion.
 3. Maintain a current wait list for all projects.
 4. Prepares accurate Rental Agreements, COE, Addenda, and Extension of Leases for execution by tenants.
 5. Schedule, interview, and prepare annual tenant recertification.
- C. FINANCIAL MANAGEMENT
1. May be called upon to assist the property manager with input information for financial reports and budget preparation.
- D. RULES AND REGULATIONS

1. Possess necessary technical skills for Low Income Housing Tax Credits (LIHTC) and all other governmental compliance regulations that are a part of Locations projects.

Essential Duties:

1. Answers the telephone courteously.
2. Retrieves and distributes all telephone messages from the answering service, ad line and/or main line.
3. Directs prospective current clients, tenants, service professionals, etc., to the appropriate staff person who can assist them.
4. Assists in the collection of rents and other moneys due and prepares rental receipts for the same.
5. Opens and distributes all project incoming mail (both U.S. mail and interoffice mail).
6. May need to assist with posting of outgoing mail (postage and drop off) for PMD and Location's.
7. Assists with the maintenance of all property files in an orderly fashion and in a timely manner.
8. Assist the main office projects staff with their clerical overflow, i.e., applicant credit reports, setting up vacant unit showings.
9. Assists with main (corporate) receptionist coverage as needed.

REQUIRED SKILLS / EXPERIENCES

- Prefer post graduate education at business school or community college. Minimum high school graduate.
- Appearance and manner compatible with image of the company.
- Assertiveness: initiate action and follow through.
- Excellent verbal and written communication skills.
- Minimum 45-wpm typing skills, 10-key by touch.
- Personal computer experience (Word 6.0 and Excel 5.0 preferred).
- Ability to interact with a wide range of people.
- Possess service-oriented skills.
- Decisiveness: ability to solve problems in an equitable manner for all concerned.
- Ability to work within an organizational structure.
- Energetic and ability to handle a variety of tasks simultaneously.
- Attentiveness to detail.
- Integrity: moral soundness in business dealings that tests steadfastness to truth, purpose, responsibility, and trust.
- Must be bondable.

PERSONAL QUALIFICATIONS

- Appearance and manner compatible with image of the company.
- Assertiveness: initiate action and follow through.
- Excellent verbal and written communication skills.
- Possess service-oriented skills.
- Decisiveness: ability to solve problems in an equitable manner for all concerned.
- Ability to work within an organizational structure.
- Ability to interact with a wide range of people.
- Energetic and ability to handle a variety of tasks simultaneously.
- Attentiveness to detail.
- Integrity: moral soundness in business dealings that tests steadfastness to truth, purpose, responsibility, and trust.
- Bondable.
- Have own car and valid Hawaii driver's license.

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.