



FORT SMITH HOUSING AUTHORITY

Position Description

Classification: Leasing Assistant

Supervisor: Property Manager

Position Summary

This position is responsible for clerical work and performs a wide variety of routine administrative and clerical tasks related to the managed properties. Functions include answering the phone, greeting visitors, taking work orders, accepting applications, and providing office services support. Work is performed in accordance with established policies and procedures. Work is reviewed by peers through conferences, reports, and observation of results obtained.

Major Duties and Responsibilities (illustrative, not all-inclusive)

1. Answers telephones.
2. Greets visitors to the office, answers their questions, provides applications, and directs them to the appropriate person.
3. Provides a wide variety of office support services as directed: word processing, filing, emailing, preparing documents, and photocopying.
4. Distributes applications with instructions, answers applicant questions, accepts completed applications, and places applications on appropriate waiting lists.
5. Receives and reviews applications for accuracy and completeness.
6. Completes receipts and copies for bookkeeper to reconcile deposit log and prepare bank deposits.
7. Types memoranda, correspondence, notices, and reports and performs other general clerical duties as necessary.
8. Maintains records of office supplies that need to be ordered and assists with purchasing office supplies as necessary.
9. Performs other related duties as instructed by the LIHTC Property Manager.

Abilities Required

1. Knowledge of secretarial practices and procedures
2. Computer literacy with knowledge of word processing and spreadsheet programs
3. Knowledge of modern office practices, procedures, and equipment, including computer systems
4. Ability to relate well by phone and in person to residents, other employees, governmental officials, and the general public
5. Extensive skills in the use of PC, printer, fax machine, copier, calculator, mail machine, telephone system, and related office equipment

Physical Nature of the Position

Position requires the following physical abilities:

1. Ability to sit, stand, or work bending over filing for extended periods
2. Ability to communicate effectively, both orally and in writing
3. Ability to carry, handle, and move file folders, pens, file boxes, and other common office materials
4. Ability to physically operate a variety of automated office machines, including computers, copiers, printers, fax machines, telephones, and other common office machines and equipment
5. Ability to read housing publications, online reports, and related materials

Position may be exposed to the following on a regular basis:

1. Vision strain
2. Verbal abuse
3. Repetitive motion
4. Noise

Minimum Qualifications

High school diploma plus two years of post-secondary education for office support services, or advanced secretarial training with two years practical experience, or an equivalent combination of education, training, and experience.

Special Requirements

1. Possession of a valid driver's license
2. Ability to be covered under FSHA's vehicle insurance policy
3. Ability to be covered under FSHA's fidelity bond