



FORT SMITH HOUSING AUTHORITY

Position Description

Classification: Property Management Team Assistant

Supervisor: Property Manager

Position Summary

The Property Management Team Assistant will perform a variety of tasks including providing excellent customer service when answering and returning calls related to work orders. The team assistant will be responsible for inputting work orders, reviewing completed work orders for accuracy, and following up with residents. The team assistant will assist with inspections of units, showing vacant units to prospects, posting notices, and other job duties pertaining to the property.

The team assistant must possess the ability to relate to persons of all socio-economic levels and must have the ability to communicate effectively and professionally. Multi-tasking is a must, as well as excellent organizational skills.

Overtime and after-hours work are occasionally required.

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

1. Assist with the monthly, quarterly, investor, state, and random inspections of the property and units.
2. Assist with inputting, viewing, opening, and closing work orders.
3. Assist with monthly electric meter reading and walking pest control through units.
4. Maintaining daily log and end of the day report.
5. Assist with composing correspondence emails and letters pertaining to property inspections and violations.
6. Perform other related duties as instructed by the Property Manager/Director.

Abilities Required

1. Take direction from a supervisor(s).
2. Learn and understand basic LIHTC/HUD rules and regulations.
3. Meet deadlines, work independently, and perform detailed work.
4. Manage and handle difficult situations in a professional manner when they arise.
5. Work well with special needs population and people from diverse backgrounds.
6. Have knowledge of conflict resolution and counseling principles.
7. Have excellent verbal and writing skills, including the ability to read, interpret, apply, and explain policies and procedures.

8. Use a computer for word processing, spreadsheets, and Yardi software.
9. Have a valid driver's license.
10. Be a notary or be qualified to become a notary.
11. Familiar with scheduling and viewing calendar in Outlook.
12. Be competent with office machines, such as computer, copier, scanner, fax machine, and VOP multi-line telephone.
13. Be discrete in handling matters involving privacy of clients.
14. Demonstrate initiative, creativity, flexibility, and organizational skills.
15. Work as a member of a team.
16. Maintain professional relationship with co-workers.
17. Present a professional personal appearance.
18. Maintain flexible work hours.

Physical Nature of the Position

1. Ability to sit, stand, file, or walk 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, facsimile machines, telephone, etc.
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. Muscular strain
3. Verbal abuse
4. Repetitive motion
5. Exposure to unsanitary living conditions

Minimum Qualifications

High School Diploma or equivalency. One year of office experience. Computer literacy.

Bi-lingual applicants are encouraged to apply.