

Worcester Housing Authority
630 Plantation Street
Worcester, MA 01605

POSITION TITLE: Administrative Assistant

DEPARTMENT: Maintenance

STATUS: Non- Exempt

SALARY: \$23.5338/hour (AFSCME, Level 6)

POSITION SUMMARY:

Reporting to the Control Center Supervisor, the Administrative Assistant provides critical bilingual clerical and administrative support to the Control Center and overall Maintenance Department. This is a front-line position, providing exceptional customer service to clients, both internal and external. Daily tasks include assigning, scheduling, and tracking routine and transfer work orders; coordinating and overseeing the apartment vacate process from start to finish; updating department databases and reports; manages the Maintenance Department customer service survey process; assists the department with general clerical and administrative support. Punctuality and dependability are critical. Bilingual candidates (English/Spanish) are preferred. This is a full-time, onsite, union position located in Worcester, MA. Hours of work are Monday through Friday, 8:00 a.m. through 4:30 p.m.

ESSENTIALS FUNCTIONS:

1. Performs administrative/clerical duties such as answering phones, translating, greeting outside service vendors and WHA staff, preparing correspondence, contracts, and other documents as requested, updating and maintaining logs, spreadsheets, and files, data entry, copying, filing, faxing, scheduling, and maintaining the inventory of office supplies and equipment.
2. Manages the vacate process to ensure timely completion, including creating work orders, assigning to staff, coordinating and communicating with all parties, tracking progress of work, and maintaining the vacate log.
3. Oversees and monitors all work orders entered, determines priority and worker assignments, and ensures they are routed to the appropriate parties based on established guidelines; periodically audits work orders entered by Principal Clerks for compliance.
4. Prepares daily, weekly, and monthly departmental reports and logs and reviews them for accuracy and compliance, including (but not limited to) personnel reports/rosters; resident abuse/damage reports; gas fill-up reports; no-heat reports; UPCS/REAC work logs; and customer service reports.
5. Issues, receives, and tracks all customer service surveys for the Maintenance Department; contacts residents regarding unsatisfactory customer service survey responses.
6. Collects and tracks department packing slips/receipts and invoices; monitors blanket purchase orders for the Maintenance Department; reviews and processes for payment.
7. Manages the fleet vehicle maintenance program, including scheduling preventative maintenance, inspections, and repairs, processing paperwork, insurance claims, and reporting issues.
8. Assists the Control Center Supervisor with ensuring team members are providing exceptional customer service at all time, stepping in to handle escalated issues, and assisting with training.
9. Assists the department with pest management, including scheduling and tracking pest exterminations.
10. Tracks and maintain key log/key inventory including ordering and distribution, as needed.

OTHER REPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. High school diploma or equivalent required; college degree preferred.
2. Minimum of three (3) years of professional office experience doing similar work.
3. Basic knowledge of maintenance department processes and procedures preferred.
4. Intermediate to advanced computer skills, specifically in Word, Excel, and Outlook; ability to prepare spreadsheets and reports, and to quickly learn and master software programs.

5. Strong written and verbal interpersonal communication skills.
6. Detail oriented and analytical; ability to review complex data and reports, spot irregularities or inconsistencies, and ask questions.
7. Ability to multi-task, stay organized, and prioritize work in a busy office environment.
8. Exceptional customer service skills; ability to calmly, professionally, and effectively work with a diverse population.
9. Positive attitude; team player.
10. Bilingual candidates preferred (ability to speak, read, and write proficiently in both English and Spanish).
11. Ability to be relied upon to be available for work.