



Position Description

Position Title:	Administrative Clerk	Department:	Strategic Initiatives
Reports to:	VP of Strategic Initiatives	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	October 2019

Summary

The primary purpose of this position is to perform a wide range of clerical duties in support of the administration of the Strategic Initiatives Department. The incumbent maintains files, generates documents, schedules meetings, and provides assistance and information to the general public and other staff regarding the Housing activities, programs, processes, policies and procedures.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Prepares, proofreads and processes a variety of documents and forms including general correspondence, reports, schedules and memoranda from rough drafts or verbal instructions.
- Performs computer data entry of information from various sources including applications and forms; generates batch correspondence; verifies data for accuracy and completeness.
- Retrieves and researches data entered into the computer system.
- Provides assistance and information to the general public or other staff regarding CH activities and programs, processes, policies and procedures.
- Answers phones and directs calls appropriately; greets clients and visitors; logs a variety of documents that are delivered.
- Performs a variety of record-keeping duties including researching files, purging files, and filing documents.
- Maintains logs and statistical records; scans large volumes of documents into the computer systems for electronic imaging.
- Organizes and maintains data storage.
- Receives, sorts and distributes incoming and outgoing correspondence.
- Maintains and monitors inventory and order forms, flyers and office supplies.
- Orients other staff to the processes and procedures of the tasks performed in this classification.
- Other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of CH. Uses appropriate judgment & decision making in accordance with level of responsibility.



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Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

- Knowledge of standardized office practices and procedures and record-keeping methods.
- Basic knowledge of housing assistance programs administered by CH and of the, regulations, requirements, and guidelines.
- Operational features and functionalities of telephone systems and customer services principles.
- Knowledge of office procedures and methods.
- Proven ability to effectively work independently and in a team environment with colleagues.
- Ability to manage several tasks simultaneously while working under pressure to meet deadlines.
- Independently organize own work and set priorities to meet the requirements of the position.
- Knowledge of safe workplace principles and practices.
- Proper telephone etiquette and procedures.

Education and/or Experience

High School Diploma or GED and a minimum of one (1) year of experience performing responsible clerical duties is required. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under CH's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands



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The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]