



Safe. Healthy. Home.



ADMINISTRATIVE ASSISTANT

Position Type: 100% Regular Full-time (40 hours/week)
Location: Ashland, WI

Overview

The City of Ashland Housing Authority (AHA) is a public housing agency and is made up of 4 apartment buildings and 45 scattered home sites that provide safe and affordable housing for more than 175 families. AHA is also allocated 65 Housing Choice Vouchers also known as Section 8 Vouchers.

The Administrative Assistant is a non-exempt, regular full-time position that reports to the Executive Director. They are responsible for supporting AHA staff, applicants, tenants and Board of Commissioners in multiple duties to ensure efficiency in all organizational operations. The regular workday for this position is from 7:30 am to 4:00 pm Monday through Friday with a half-hour lunch as coordinated with other office staff. The ideal candidate will demonstrate they value all people by assisting them with kindness and respect. They will be attentive to details while multi-tasking in a busy environment. They will thrive in a team environment, value learning new skills, and have a desire to advance.

Essential Job Functions

- Ability to maintain confidentiality
- Excellent interpersonal skills
- Excellent oral and written communication skills
- Ability to self-start and prioritize multiple projects
- Ability to sit or stand for extended periods of time
- Calm and resourceful responses when challenges occur or when schedule is unexpectedly disrupted

Responsibilities: The following responsibilities will be assigned over time based on office priorities and the abilities of the employee.

1. Provide initial phone and personal contact for the office; responding to issues within the scope of the position and/or connecting them to the proper staff member or community resource.

2. Oversee management of administrative office including:
 - a. Create and verify tenant files meet all requirements of U.S. Department of Housing and Urban Development and the AHA
 - b. Manage inventory of office supplies and necessary forms
 - c. Ensure all required information is properly posted
 - d. Create and edit written documents including policies, forms, notifications, and newsletters, etc.
 - e. Organize community and tenant meeting
3. Collect and process all tenant payments:
 - a. Post payments in appropriate accounts within database
 - b. Prepare receipts and deposits
 - c. Arrange payment agreements when necessary
 - d. Track payments, sending notifications if needed
4. Support Applicants and Tenants
 - a. Distribute and Process applications
 - b. Maintain waiting lists
 - c. Maintain lists of tenant phone numbers and emergency contacts
 - d. Distribute required notices, mailings, newsletters, etc.
 - e. Process work orders for tenants
 - f. Compute, create and distribute annual rent certifications
5. Coordinate and prepare for Board of Commissioner's Meetings:
 - a. Ensure posting of meeting notices in buildings, City Hall and newspaper
 - b. Oversee the preparation of meeting packets to ensure they are complete
 - c. Distribute meeting packets via email and postal service to Board of Commissioners and employees
6. Perform other duties as assigned and participate in trainings as needed

Minimum Required Qualifications

- High school diploma or equivalent
- Demonstrated ability to perform or learn all Essential Job Functions
- Demonstrated ability to work inclusively with a diverse population of clients and staff
- Demonstrated skills for working well with co-workers and the public
- Demonstrated ability to work collaboratively and cooperatively with others
- Proficient with general office equipment including computers, copier, scanner, postage meter, etc.
- Experience with Microsoft Office software
- Ability to be bonded

Preferred but not Required Qualifications

- **Post-high school education- either Associates or Bachelor's degree**
- **Experience with QuickBooks**
- **Experience with Customer Care**

Working Conditions

- Expected to make transportation arrangements as needed to ensure business hours are maintained.
- Carrying equipment, up to 25 lbs.

Position Benefits and Salary:

Wages are associated with experience and will vary between \$15.00-17.00 per hour during six-month Orientation period. After successfully completing the Orientation period, wages will increase. Benefits with this position include health, dental, life and disability insurances; state retirement plan, holidays, sick and vacation as set forth in Ashland Housing Authority's Personnel Policy.

The Administrative Assistant is employed in accordance with policies approved by the Board of Commissioners, Wisconsin State Statutes, and policies and procedures promulgated by the respective Federal agencies such as the Department of Housing & Urban Development and USDA/Rural Development.

Equal Opportunity:

As an affirmative action employer, City of Ashland Housing Authority (AHA) provides equal opportunity in programs and employment; and is strongly committed to maintaining a climate supportive of respect for differences and equality of opportunity. AHA does not discriminate on the basis of age, race, creed, color, disability, sex/gender, sexual orientation, national origin, ancestry, religion, marital status, identity as a veteran, disabled veteran, Vietnam veteran or any other military service, arrest record or non-program related conviction record. *We promote excellence through diversity and encourage all qualified individuals to apply.*

It is the policy of AHA to provide reasonable accommodations for qualified individuals with disabilities who are employees or applicants for employment. If you require any accommodations to participate in any part of the hiring process, please contact the AHA office at 715-682-7066, extension 101. Please call 711 if you are hearing or speech impaired and need assistance.

To Apply

Candidates must submit a cover letter, resume and three references (including at least one professional reference) to Kathy Beeksma, Executive Director. Applications may be submitted by postal service, email, submitted through Indeed, or directly brought to the Ashland Housing Authority.

Mailing Address:

**Ashland Housing Authority
319 Chapple Avenue
Ashland, WI
54806**

Email: kbeeksma@cityofashlandhousing.org

Questions

If you have any questions on the position or how to apply, please use the email address or phone numbers above.

Criminal Background Check

A background check will be conducted for the finalist candidate. Employment is contingent upon a completion of a successful background check, establishment of identity and verification of employment eligibility as required by the Immigration Reform and Control Act of 1986. Additionally, AHA reserves the right to verify any/all information you state or imply within your application materials to confirm your qualification(s) prior to appointment to the position.

Position Description updated 7/2024