

Administrative Associate One Roof Community Housing

Department: Admin **Reports to:** Administrative Director
Weekly Hours: 32 - 40 **Exempt/Non-exempt:** Non-exempt
Date Reviewed: 4.13.2021
By: Administrative Director

Position Overview: Reporting to the Administrative Director, the Administrative Associate is responsible for general office duties, customer service/screening, and clerical services for One Roof Community Housing. The Administrative Associate is the first point of contact for the organization and works a set schedule that aligns with our hours of operation: Monday – Thursday, 8:00am to 4:30pm.

Principal Duties and Responsibilities

- **Customer Service & General Office Duties:**
 - Greets customers by phone and in person, explains the various programs of One Roof to customers, answers preliminary questions about the programs, and directs them to appropriate program staff
 - Receives, distributes, and manages mailing process
 - Helps maintain adequate stock of office supplies and keeps copy/supply room and kitchen organized
 - Primary contact for tool check-out process for the Tool Lending Library
 - Assists with building reservations and rentals, including key check-out and room set-up
 - Maintains general organization and program information supply in lobby
 - Troubleshoots telephone, copier, and printer system malfunctions
 - Liaison between One Roof Staff and other agencies that office in the building
 - Participates in Admin staff team with Administrative Coordinator & Administrative Director
- **Administrative and Clerical Support for One Roof staff**
- **Other duties as needed or required.**

Supervision Received:

The Administrative Director supervises this position and supervision is regular.

Supervision Exercised:

None.

Qualifications & Skills:

REQUIRED:

- Excellent communication and customer service skills
- Computer skills, including Microsoft Office software and database entry
- Excellent record keeping and organizational skills
- Ability to handle multiple tasks in an often busy environment
- Deals with confidential information and/or issues using discretion and judgment.
- Mission-Oriented: Committed to our mission of enriching lives and communities one home at a time and our vision of communities where everyone has access to sustainable and affordable housing.
- Cultural Responsiveness and Experience with Underserved Communities: Experience working with underserved communities including low-income families and/or individuals. Cultural self-awareness and a demonstrated ability to work across cultural differences with empathy and sensitivity.
- Commitment to Equity and Inclusion: A proven commitment to social justice.

Travel may be required for occasional training opportunities, but is not a regular requirement for this position.