

## AKRON METROPOLITAN HOUSING AUTHORITY

**Job Title:** Information Services Assistant  
**Reports to:** Security Director  
**Department:** Mail Services  
**Date:** January 2013  
**FLSA Status:** Non-Exempt

### **General Purpose:**

The primary purpose of this position is to assist AMHA internal departments with the implementation and ongoing monitoring of document imaging, and assist where necessary with the records management function of the Authority. In addition, this position will also coordinate and complete activities in the AMHA mailroom, including: sort incoming mail for pickup by internal departments; and using best practices to create mail process efficiency.

### **Essential Duties and Responsibilities:**

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Assists internal departments in the identification, review and development of efficient day to day and long term records management procedures as it relates to the TenMast document imaging system
- Assists the Project Coordinator in researching standards for electronic documentation such as: purging and retention schedules
- Under the leadership of the department Director, assembles training materials for use in presentations to staff regarding document imaging system; delivers training concerning electronic and paper records management standards, procedures, programs and services
- Follows guidelines and procedures for organizing and maintaining Authority-wide records management schedules inclusive of retention, disposal and maintenance; ensures proper retrieval and disposal of information
- Tracks Authority compliance with local and federal record-keeping and retention policies, and elevates any compliance issues to the Security Director; keeps abreast on policy changes and communicates changes to employees
- Under the leadership and direction of the department Director, provides guidance to departments regarding the proper maintenance of their records, both electronic and hard-copy, where necessary
- May serve as a liaison to outside vendors such as Iron Mountain, courier services, and internal departments such as Management Information Systems to coordinate various processes and procedures
- On a daily basis, sorts all incoming U.S. mail for pickup by internal departments; prepares mail shipments for pickup by USPS or other courier service; keeps abreast of USPS regulations and services and recommends best AMHA practices
- Monitors property usage of USPS metering machines or use of courier service (and/or monitors contract with courier service)
- Performs deliveries on an as needed basis as determined by agency needs.
- Assists and provides support to other Security department personnel with various departmental projects and initiatives

**Qualifications:**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Behavioral Competencies:** This position requires incumbents to exhibit the following behavioral skills:

**Commitment:** Sets high standards of performance; pursues aggressive goals and works efficiently 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 working colleagues as customer.

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

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

**Job Competencies:**

Knowledge of the policies, procedures and goals of the Security Department; understanding of the AMHA organizational structure and departmental goals, standards, policies and procedures; knowledge of records management processes and procedures; knowledge of administrative procedures and documents common to public agencies; knowledge of grammar, spelling and punctuation; must possess proper telephone etiquette, tact, and interpersonal skills; skills in multi-tasking and prioritization and problem resolution; ability to maintain confidentiality.

**Education, Experience and Certifications:**

High school diploma plus 2 years of experience in: an administrative support role, preferably with experience in a formal mail, information technology, and/or records and archives management program. An Associate's Degree is preferred. Must have strong writing, communication, and interpersonal skills, be capable of working in a self-directed manner to accomplish assigned goals, and have the ability to organize and perform multiple tasks. Must have valid Ohio driver's license and be insurable under AMHA policy.

**Computer Skills:**

To perform this job successfully, an individual should have strong computer skills. Must possess a thorough understanding of scanning, database, e-mail, calendaring, internet, spreadsheet, and word processing applications. Also, knowledge of electronic signature hardware/software, fillable form creation and use, scanning hardware. Must be able to learn other computer software programs as required by assigned tasks.

**Physical Requirements:** 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:

Physical demands may include kneeling, reaching, pushing, fingering, manipulating, talking, hearing, sitting for extended periods, crouching, standing for extended periods, stooping, walking, lifting up to 50 lbs. and repetitive motion using a keyboard, telephone and calculator. The visual acuity requirements include extensive viewing of a computer monitor and reading.

**Working Conditions:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

Office environment. Quiet noise level.

**Employee Understanding:**

The above job description was received, read and understood by me.

\_\_\_\_\_  
Employee's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's signature

\_\_\_\_\_  
Date