

AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Management Aide
Reports to: Property Manager
Department: Various Sites
Date: June 2012
FLSA Status: Non-exempt

General Purpose:

To assist the Property Manager and Assistant Property Manager in all aspects of the overall operation of the housing development, including, customer service, record keeping, data collection and recording, bookkeeping, lease-ups, move-outs, inspections, maintaining AMHA policies, and promoting tenant relations.

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.

- 30% Respond to questions and inquiries from current and prospective tenants and the general public in a timely manner (24 hours when possible), receive and direct visitors, answer and direct phone calls, providing information in accordance with AMHA services, policies and procedures. Must maintain in-depth knowledge of and review AMHA services, policies and procedures, attend training courses if applicable. Complete Resident Services referral forms.
- 25% Print, distribute and close work orders on computer for needed maintenance for units and provide tenants with information and assistance as needed. File work orders within 48 hours. Enter maintenance personnel's labor hours and data in accordance with work order information each day. File recertification information in the tenant's file within 48 hours.
- 35% Perform routine bookkeeping and clerical duties at the direction of the Property Manager. Assist with rent calculation certification. Create "Move-In files (one for the development and one for the Recert Department). Maintain and originate records concerning leases, complaints, billing and delinquent rent accounts. Keep tenant ledgers on computer; perform routine calculations to check balances, track refunds, rent charges and repair costs. Type eviction letters and other communications to tenants, distribute to appropriate department for filing. Originate community room requests. Ensure tenant accounting receives files within 30 days of a tenant's move out date for refund/security deposit processing. Maintain appointment books and schedule meetings. Maintain and report account records on computer (e.g., vacancy, delinquent report) for use by other staff. Post data concerning vacancies to assist in maintaining occupancy rate at manager's request. Prepare payroll and verify other personal and confidential information. Enter various data in computer. Prepare reports as required. Maintain and audit files including making necessary corrections.
- 5% Give appropriate guidance to temporary workers, volunteers, and maintenance personnel.

- 5% Miscellaneous
 - Order office supplies.
 - Open and sort mail
 - Order and distribute unit supplies and appliances via work orders or the purchasing department.
 - Type requisitions, letters, etc.
 - Other duties as assigned.

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.

Competencies:

Answers the phone promptly and in a polite and responsive manner; demonstrates patience when answering resident’s questions via phone or in person; ability to effectively multi task and prioritize tasks, remains calm in a variety of situations.

Minimum Qualifications, Education and Certifications:

High school diploma (or equivalent) and one year of clerical experience and knowledge of basic bookkeeping procedures. Rent calculation certification required within one year of employment. Basic knowledge of computer and office equipment. Demonstrated proficiency with word processing and spreadsheet programs. Demonstrated customer service skills required. Must have a valid Ohio Driver’s License and be insurable under AMHA.

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 10 lbs. and repetitive motion using a keyboard, telephone and calculator. The visual acuity requirements include viewing a computer monitor and extensive 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. May travel between offices and spend work days at different offices.

Employee Understanding:

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

Employee’s signature

Date

Supervisor’s signature

Date

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.