

**AKRON METROPOLITAN HOUSING AUTHORITY**

**Job Title:** Management Aide  
**Reports to:** Housing Manager  
**Department:** Various Sites  
**Date:** April, 2002  
**FLSA Status:** Non-exempt

**General Purpose:**

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

**Essential Duties and Responsibilities:**

- 20% Respond to inquiries from current and prospective tenants and the general public, providing information in accordance with AMHA policies and procedures. Must maintain in-depth knowledge of AMHA policies and procedures.
- 20% Print, distribute and close work orders on computer for needed maintenance for units and provide tenants with information and assistance as needed.
- 50% Perform routine bookkeeping and clerical duties at the direction of the Housing Manager. Maintain and originate records concerning leases, 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. Maintain appointment books. 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. Prepare payroll and verify other personal and confidential information. Enter various data in computer. Prepare reports as required. Maintain files.
- 5% Give appropriate guidance to temporary workers, volunteers, and maintenance personnel.
- 5% Miscellaneous
  - Ordering supplies
  - Type requisitions, letters, etc.
  - Other duties as assigned.

**Minimum Qualifications, Education and Certifications:**

High school diploma (or equivalent) and one year of clerical experience and knowledge of basic bookkeeping procedures. 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.**