

POSITION DESCRIPTION

Classification

Non-Exempt

Reports to

Director of Homeowner Services

Summary/Objective

The Program Services Administrative Assistant is responsible for a broad range of advanced clerical, secretarial & administrative support duties for the Program Services department, including assistance with daily tasks for Homeowner Services and Neighborhood Revitalization. In addition, the Program Services Administrative Assistant will perform reception duties such as receiving the public, arranging office meeting and performs general cleaning.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The duties will include, but are not limited to:

1. Manages the reception area to ensure effective telephone and mail communication both internally and externally to maintain professional image
2. Answers the main Habitat telephone line and directs the caller to the appropriate associate
3. Greets and directs visitors
4. Answers inquiries about programs and services provided by Habitat Orlando & Osceola
5. Manages the Homeowner Hub by assisting interested applicants access the prequalification or application for both programs
6. Assist in the preparation of all files with the appropriate packages
7. Generate all necessary letters as well as compose and prepare responses to routine correspondence under general supervision
8. Maintain all homeownership and repair files including mailing out appropriate letters. Credit Sweat Equity hours and class attendance into our software
9. Assist with preparation of orientation, classes and meetings
10. Maintain, update, type, and coordinate account information in computer database
11. Assist with research for community resources
12. Answer all mail, email and telephone calls within 48 business hours and in a courteous manner.
13. Accept payments for Program Services related fees
14. Coordinates the pick-up and delivery of express mail services for Program Services (FedEx, UPS, etc.)
15. Assists with general office cleaning to ensure a clean and professional office appearance

Competencies

1. Passionate about the Habitat for Humanity mission and purpose
2. High energy and the ability to function effectively with a minimum of daily direction and support
3. Excellent organizational and communication skills
4. Can solve problems and make decisions independently in a creative and effective manner
5. Ability to take initiative, prioritize work, meet deadlines & be highly organized and flexible
6. Ability to work on multiple projects at once in a fast-paced environment

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7. Ability to project manage within a team
8. Must function in team organized environment
9. Proficient in Microsoft Office Suite
10. Strong cross-cultural communication skills important
 - a. Relate with individuals and their problems in an objective, empathetic, friendly but helpful and knowledgeable manner without prejudice or pre-judgment
 - b. Some knowledge of community resources or social services

Supervisory Responsibility

This position has no supervisory responsibility.

Work Environment

This job operates in a professional office environment or at various event sites. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

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. This position requires extended periods of sitting and standing. The employee must also occasionally lift and move up to 25 pounds.

Position Type/Expected Hours of Work

This is a full-time position, Monday through Friday, 8:30 a.m. to 5 p.m. with some weekends and hours outside of the regular workday as needed.

Travel

Occasional travel may be required but it is primarily local during the business hours and mileage is reimbursed.

Required Education and Experience

- High School diploma or equivalent
- 1 to 3 years work experience in a related field.
- Working knowledge of computer and associated programs such as Word, Excel, PowerPoint and some database experience.
- Keyboarding ability with accuracy at 45-50 words per minute.

Preferred Education and Experience

- Associate Degree or higher in Social Work or related field.
- Public speaking ability desirable
- Fluency in Spanish, Creole or Arabic preferred

Additional Eligibility Qualifications

None required for this position.

Program Services Administrative Assistant

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Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Office Location:

4116 Silver Star Rd. Orlando, FL 32808

To Apply:

Please send resumes and cover letters to employment@habitorlandoosceola.org or at: Habitat for Humanity Greater Orlando and Osceola County, 4116 Silver Star Rd. Orlando, FL 32808. All resumes will be reviewed upon receipt.

HGO is an equal opportunity employer and seeks to employ and assign the best qualified personnel for all our positions in a manner that does not unlawfully discriminate against any person because of race, color, religion, gender, marital status, age, national origin, physical or mental disability, sexual orientation, veteran/reserve national guard status, or any other status or characteristic protected by law.

3/22/2019