



## Administrative Assistant Job Description

**WORK HOURS:** Monday, 7:30 am to 4:30 pm, Tuesday – Thursday, 8:00 am to 4:30 pm and Friday, 8:00 am to 4:00 pm (with a 30-minute lunch) Occasional weekend or evening.

**JOB SUMMARY:** The Administrative Assistant is under general supervision and is responsible for the day-to-day operations of the office administration. This includes but is not limited to:

- Opening office in the mornings
- Answering phones, check & take messages and return phone calls
- Check emails periodically, respond to emails and send emails accordingly
- Communicate with property management companies, senior management team and field workers
- Accept, document, file and schedule incoming work orders (see work order/estimate procedure)
- Contact clients and vendors for invoices and payments
- Check and distribute correspondence
- Send and check faxes
- Maintain a clean work area/office
- May need to travel in the city from time to time, for example to the post office, bank, properties etc...

**EDUCATION REQUIREMENTS:** High School Diploma/GED

Valid Driver's License

**PREFERRED QUALIFICATIONS:** Bilingual

Experience with general office duties and customer service

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Telephone etiquette
- Customer Service
- Use a computer and software (Teams, Office 365, Melds, Appfolio, Buildzoom)
- Able to learn and implement services, policies and procedures
- Willingness to learn a variety of skills
- Time management skills
- Organizational skills
- Able to communicate clearly
- Ability to be a Team Player
- Ability to think critically
- Able to problem solve