

Housing Authority of City of Milwaukee

CLASS SPECIFICATION TITLE: Administrative Assistant – Hillside Resource Center

<u>BAND</u>	<u>GRADE</u>	<u>SUBGRADE</u>	<u>FLSA STATUS</u>	<u>Department</u>	<u>Reports To</u>
A	1	3	Non-Exempt	Residential Services	Manager of Hillside Resource Center

CLASS SUMMARY:

This position is responsible for performing a variety of standard administrative tasks in support of an assigned department.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

1.	Communicates with customers, employees, and other individuals, including: responding to routine questions; providing and/or explaining information; and responding to customer concerns.
2.	Performs standard office tasks, including: answering telephones, directing calls, and taking messages; compiling, copying, sorting, and filing activity records, transactions, and other records; and maintaining and updating filing, inventory, mailing, and database systems.
3.	Reviews files, records, and other documents to gather information needed to respond to customer or employee requests.
4.	Performs other duties of a similar nature or level.

TRAINING AND EXPERIENCE (positions in this class typically require):

High School Diploma or equivalent (G.E.D.); 1-3 years of related experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

LICENSING REQUIREMENTS (positions in this class typically require):

Licensing Requirements:

- None

KNOWLEDGE (position requirements at entry):

Knowledge of:

- Customer service principles;
- Filing principles and practices;
- Office procedures;
- Computers and related office equipment;
- Recordkeeping principles.

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Independent Judgment/Decision Making/Problem Solving:

Performs tasks and duties under direct supervision, using well-defined policies and procedures. Work is reviewed by supervisor. Limited opportunity exists for exercising independent judgment and decision making. Refers most problems to supervisor.

SKILLS (position requirements at entry):

Skill in:

- Providing customer service;
- Reviewing documents to gather information;
- Using computers and related office equipment;
- Maintaining records and files;
- Utilizing communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, and others sufficient to exchange or convey information and to receive work direction.

PHYSICAL REQUIREMENTS:

Positions in this class typically require: reaching, standing, walking, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Walking and standing are required only occasionally.

NOTE:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

SIGNATURES:

EMPLOYEE

SUPERVISOR