

Required Knowledge and Abilities

1. Knowledge of the general operations and procedures of a Public Housing Agency (PHA).
2. Knowledge of the purposes, policies, and regulations of the Housing Authority as established by the Board of Commissioners.
3. Knowledge of modern office equipment including copiers, personal computers, mainframe terminals, calculators, facsimile machines, etc.
4. Knowledge of policies, procedures, terminology, and functions of the Facilities Management department.
5. Ability to understand and follow oral and written instructions.
6. Ability to perform a wide variety of secretarial and clerical duties.
7. Ability to present ideas in a clear and concise manner, both orally and in writing.
8. Ability to make arithmetic computations with speed and accuracy
9. Ability to establish and maintain effective working relationships with supervisors, other employees and the general public.
10. Ability to manage irate clients with tact and diplomacy.
11. Ability to maintain moderately complex clerical records.
12. Ability to work overtime on weekends and holidays if required.
13. Skill in the use of an electric typewriter, calculator, computer and other office machines.
14. Ability to work in less than ideal conditions, e.g. noise, high traffic areas, etc.

Physical Requirements

Level of manual dexterity sufficient to allow for operation of typewriter, terminal keyboard, telephone, facsimile machine, calculator, etc. Ability to move, handle, or lift small objects around desk area, e.g. files, computer printouts, reports, calculator, pencils, legal pads, etc.

Minimum Education, Training and/or Experience

Any combination of training and experience equivalent to two years of business school or secretarial/clerical training with previous experience working with planned maintenance, work control or inventory control systems.

Special Requirements

1. Possession of a valid driver's license.
2. Ability to be covered under the Authority's fidelity bond.