



The Administrative Assistant will be the director of first impressions within the agency. The Administrative Assistant ensures that all customer needs are promptly addressed by responding to customer requests, questions and concerns in a timely and accurate manner, while exercising the highest level of service and quality. This position will perform a variety of administrative and staff support duties for programs and lending which require a range of skills and knowledge of organizational operations.

Supervisor: Homeownership Program Director

Primary Responsibilities: To deliver friendly, efficient customer service and to create a warm and welcoming atmosphere for all our customers while providing Administrative support for operations, programs and lending.

MAJOR RESPONSIBILITIES

Customer Service

- Serve as professional, welcoming, resourceful point of contact for the office and the agency.
- Respond promptly and professionally to customer and community inquiries by phone and in person.
- Provide information and referral about all agency services, including cross selling agency services as appropriate.
- Maintain professional and neat, inviting front office area.
- Ensure that inquiry calls are returned within the same business day.

Customer Intake and File System Management

Establish, maintain, and update files, databases, records, and/or other documents for recurring internal reports.

- Assist with the archiving of inactive customer information on a quarterly basis.
Ensure customer privacy and security of electronic files.

Workshop Administrative Support

Oversee registration and scheduling for classes, workshops, and other events including sending registration confirmations, timely reminders, and

- follow up emails after course completion.
- Keep electronic records of workshop sign in sheets.
- Enter class attendance information into agency database within one business day of class.
- Send online workshop evaluations to attendees within one business day of course completion.
- Set up as appropriate for orientations and classes, including making/placing photocopies of class handouts, workbooks, sign in sheets, and appropriate supplies.
- Class Prep & Processing: Class materials, reminder emails, OT processing, group education audit binder

Data Entry and Home Purchase Documentation

- Document all customer contacts in customer database.
- Provide data entry into various databases.
- Routinely use FirstAmerican FASTWeb to track customer home purchases.
- Request and obtain deeds and closing statements to document customer home purchases from title companies and/or lenders.
- Store and archive closed customer electronic files as appropriate.

General Administrative Program Support

- Compose, prepare, and ensure timely responses to a variety of routine written inquiries.
- Assist with administrative functions at the Portland office as when necessary.
- IDA Program Assistant: Applications, account set-up, closings, general questions and client communication
- Website Updates
- Check Log
- Other duties as assigned by Homeownership Program Director.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

1. High School Diploma and at least 4 years of experience that is directly related to the duties and responsibilities specified.
2. Ability to provide excellent customer service in person and on the phone.
3. Ability to handle multiple tasks, frequent interruptions, and stressful situations with calmness and courtesy.
4. Ability to communicate effectively, both orally and in writing.
5. Excellent records, file management and organizational skills.
6. Knowledge and experience using MS Word, Excel, Outlook and PowerPoint.
7. Ability to organize and coordinate multiple events.
8. Ability to maintain calendars and schedule appointments in Microsoft Outlook.

Performance Measures for Major Responsibilities:

- Work cooperatively with Portland Housing Center staff to accomplish organizational goals.
- Adhere to organizational policies and procedures and identifying new organizational efficiencies.
- Promote and effectively cross sell the Portland Housing Center and its services.
- Foster a multi-cultural and multi-ethnic team environment.

Working Conditions

Normal office environment, with occasional standing for long periods of time. Some lifting required (20-40 lbs.) Ability to work evenings and weekends as needed.

August 2017

Non-exempt position