

Napa Valley Community Housing

JOB DESCRIPTION

ADMINISTRATIVE ASSISTANT

Napa Park Homes

Status: Non-Exempt
Supervisor: Property Manager

Full Time Position
Department: Property Management

Summary: The Administrative Assistant will report to and be supervised by the Property Manager. The Administrative Assistant will be responsible to qualify, verify, maintain files, and provide lease administration to the Property Manager. You are to maintain a team-player attitude and assist in creating a friendly and positive working atmosphere. You must have the ability to perform Property Manager responsibilities when your supervisor is absent. In administering the various processes, you must have the ability to demonstrate making reasonable decisions.

Responsibilities:

- Answer phones with appropriate greeting. Collect messages, return phone calls, provide cold-calls with information.
- Assist the on-site personnel in the rent-up process
- Accept and process tenant rents
- Process bank deposits
- Create and maintain resident files
- Ability to input the appropriate information into the IPMS software system from resident conception at move-in to resident move-out.
- Produce required reports including but not limited to vacancy and other necessary statistics.
- Maintain an in-office inventory list that includes serial numbers, models, and any pertinent information that identifies the equipment. This may include the items in the common areas and/or rental units.
- Order and pick-up office supplies when necessary.
- Demonstrate the ability to handle resident conflicts, concerns, or strife when presented to you in the absence of the Property Manager.
- Maintain good working relationship with main office. Be a team player.
- Perform other duties as assigned.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- TCAC -Tax Credit Allocation Committee Certification
- Bilingual - English/Spanish
- Three years of property management, social work, office administration, or any other type of work that has allowed you to learn office organization, public and people relations, file preparation and maintenance.
- Strong people skills that demonstrate the ability to take direction from your supervisor, be an active participant in problem solving. Demonstrate a positive attitude when dealing with the pressure that develops from conflicts arising from resident/ people concerns.
- Proficient in use of computers. Knowledge of Word, Excel, Outlook, Access
- Effective letter writing. Update forms and documents to current standards.
- Vehicle required with possession of a valid California Driver's License, a good driving record, and automobile insurance per requirements of the State of California

Application Process: The position offers a competitive salary and excellent benefits. Please submit a cover letter and resume to NVCH, 150 Camino Dorado, Napa, CA 94558. Attention: Cristina Alvarez or email cristina@nvch.org or fax to 707-255-0252. EOE

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