



Property Management Division
614 Kapahulu Avenue, Suite 102
Honolulu, Hawaii 96815

<p>JOB DESCRIPTION: Administrative Assistant, Affordable Housing</p>

I. BASIC FUNCTIONS:

- A. Basic responsibility is to answer the telephone courteously.
- B. Retrieves and distributes all telephone messages for project rental properties.
- C. Directs prospective current clients, tenants, service professionals, etc., to the appropriate staff person who can assist them.
- D. Position also requires the processing of project rental applications and preparation of necessary documents for project move-ins.
- E. Assists Resident Manager and PAA with special projects and administrative tasks.

II. RELATIONSHIPS:

- A. Reports to Resident Manager and Affordable Projects Supervisor.
- B. Work closely with all project resident managers in tenant certifications. Always maintain a close relationship with all projects' onsite staff.
- C. Maintains relationships with main office staff, including accounting, as well as relationships with affiliated companies.
- D. Accountable to the company, owners, tenants, and clients.
- E. Maintains relationships with suppliers, vendors, and professionals servicing the company or property.
- F. Provide professional property management services through methods and procedures established by company policies and programs and to follow all policies and procedures as promulgated by management.
- G. Promotes and maintains relationships with agencies who provide services and benefits for the community, including the elderly community.
- H. Maintains relationships with HUD, Housing and Community Development Corporation of Hawaii, State and Federal Section 8 offices.

III. RESPONSIBILITIES:

The tasks and activities listed below are not all inclusive. However, they are indicative of the types of responsibilities normally performed by this position. These duties and responsibilities may be modified at any time.

A. RESIDENT MANAGEMENT

- 1. When called, responds to all resident inquiries regarding certifications in an efficient, tactful and professional manner.

2. May require onsite certification (initial and/or recertification) interviews.
 3. Establishes rapport with all residents.
 4. Determines needs of prospective residents regarding certifications and eligibility.
- B. ADMINISTRATIVE
1. Assists the project's Property Manager and the resident manager with the processing of Low Income Housing Tax Credit documentation.
 2. Maintain tenant certification records in tenant files in a neat and orderly fashion.
 3. Maintain a current wait list for all projects.

IV. STANDARDS OF CONDUCT:

- A. Shall maintain all tenant and project financial information in strictest confidence.
- B. Shall not purchase goods and/or services from any vendors, firms, etc., in which there is a self-interest, without the prior knowledge and written approval the Property Manager, LOCATIONS, Property Management Division.
- C. Shall not discriminate against any person(s) because of race, religion, color, age, sex, national origin, physical or mental handicap, familial status, or other unlawful criteria, as dictated by Federal Fair Housing Laws.
- D. May be employed, on a part-time basis, provided the second job shall not be with a competitor of Locations or any of the affiliated companies.
- E. Continue to develop own professional abilities and shall attend company-paid training.
- F. Will not make known or divulge the names or addresses of any client(s) of the location of the investment property owned by client(s) or divulge or make known rent schedules, repair frequency, operating costs, or any other financial data of properties belonging to client(s), without management's prior authorization.

V. MINIMUM QUALIFICATIONS:

- A. Prefer post graduate education at business school or community college. Minimum high school graduate.
- B. Prefer one year *residential* and *projects* property management experience in an administrative capacity.
- C. Prior working experience in governmental assisted rental developments.
- D. Prior experience with Low-Income Housing Tax Credit program, Section 8, and other governmental financial and social assistance programs.
- E. Appearance and manner compatible with image of the company.
- F. Assertiveness: initiate action and follow through.

- G. Excellent verbal and written communication skills.
- H. Minimum 45-wpm typing skills, 10-key by touch.
- I. Computer experience (Microsoft Office Word, Microsoft Excel, Outlook].
- J. Ability to interact with a wide range of people.
- K. Possess service-oriented skills.
- L. Decisiveness: ability to solve problems in an equitable manner for all concerned.
- M. Ability to work within an organizational structure.
- N. Energetic and ability to handle a variety of tasks simultaneously.
- O. Attentiveness to detail.
- P. Integrity: moral soundness in business dealings that tests steadfastness to truth, purpose, responsibility, and trust.
- Q. Have own car and valid Hawaii Driver's License.