

**JOB DESCRIPTION**

**Projects Administrative Assistant [On Site]**

**BASIC FUNCTIONS**

- Responsible for assisting the resident manager in maintaining the physical asset and maximizing the return from the property in accordance with the owner's objectives.
- To aid the resident manager to acquire, service, and maintain the property management accounts for company income and profit.

**RELATIONSHPS**

- Reports to the Property Manager, Projects, LOCATIONS, Property Management Division, to the building's Resident Manager, and ultimately to the Vice President, Property Management Division.
- Maintains relationships with office personnel, including accounting, as well as relationships with affiliated companies.
- Accountable to the company, tenants, and clients.
- Maintains relationships with suppliers, vendor, and professionals servicing the company or property.
- Assists the resident manager to aid clients/owners in achieving their investment objectives through quality professional property management services.
- 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.
- Promotes and maintains relationships with agencies who provide services and benefits for the community, including the elderly community.
- Maintains positive relationships with elderly tenants to acquire knowledge and background of each tenant's function capacity so as to immediately be able to identify and address potential problem areas.
- Maintains relationships with HUD, Housing and Community Development Corporation of Hawaii, State and Federal Section 8 offices.

**RESPONSIBILITES**

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.

**RESIDENT MANAGEMENT (SENIOR RENTALS)**

- Responds to all resident complaints in an efficient, tactful and professional manner.
- Maintains a resident complaint and follow-up action log.
- Assists with move-in and move-out scheduling and procedures.
- Assists the resident manager with senior tenant's recreational and social activities.
- Assists with the use of community resources to perform services for the elderly persons who need them, bearing in mind the priorities which have been set.
- Establishes rapport with all residents.
- Determines needs of prospective residents.

**ADMINISTRATIVE**

- Assists the project's Property Manager and the resident manager with the processing of Low Income Housing Tax Credit documentation.
- Schedule, interview, and prepare annual tenant recertifications.
  
- Assists the resident manager with project administrative duties:
- Maintenance of project files and records.

- Maintenance of current resident list with business, home, and emergency telephone numbers, and automobile registration.
- Compliance with rigid controls for handling of keys.
- Assists the resident manager with any emergency that may arise at the property at any hour.
- Communicates all problems and makes recommendations to the resident manager/property manager for resolution of the same.
- Maintains current inventory of project equipment, tools and supplies.
- Maintains property files and records in an organized fashion.
- Maintains cordial rapport with building subcontractors and vendors.
- Communicates tenant/owner-related problems and makes recommendations to the resident manager.
- Keeps management advised of significant operational problems and of deviations from the management plan.
- Assists the resident manager with the handling, recording and safekeeping of all property keys in an efficient and organized fashion, with high security controls.

#### **RULES AND REGULATIONS**

- Fully understand and assist the resident manager in administering the provisions contained in the condominium documents as they relate to the management function.
- Assists the resident manager with the enforcement of the House Rules of the project.
- Assists the resident manager in resolving tenant to tenant relations regarding problems with noise, odors, use of common elements, appearance of individual units, and pets.

#### **PHYSICAL MAINTENANCE**

- Assists the resident manager in scheduling and coordinating repair/maintenance work.
- Assists the resident manager with regular property inspections and follow-up on maintenance work.
- Assists the resident manager with any property maintenance emergencies, regardless of the time of day.

#### **REQUIRED SKILLS / EXPERIENCES**

- Minimum high school graduate.
- Prefer one year **residential** and **projects** property management experience in an administrative capacity.
- Prior working experience in governmental assisted rental developments.
- Prior working experience with Low-Income Housing Tax Credit program, Section 8, and other governmental financial and social assistance programs.

#### **PERSONAL QUALIFICATIONS**

- Possess appearance and manner compatible with image of the company.
- Assertiveness: initiate action and following through.
- Excellent verbal and written communication skills.
- Minimum 45 wpm typing skills, 10-key by touch.
- Computer experience [Microsoft Office Word, Microsoft Excel, Outlook].
- Ability to interact with a wide range of people.
- Possess service-oriented skills.
- Decisiveness: ability to solve problems in an equitable manner for all concerned.
- Ability to work within an organizational structure.
- Salesmanship.
- Energetic and ability to handle a variety of tasks simultaneously.
- Attentiveness to detail.
- Integrity: moral soundness in business dealings that tests steadfastness to truth, purpose, responsibility, and trust.
- Bondable.
- Have own car and valid Hawaii driver's license.

The above information on this description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.