



## Longmont Housing Authority

**Position Title:** Administrative Assistant (Bilingual) #20220363  
Full Time, Benefitted Position, Non-Exempt

**Announcement:** 09/07/2022  
**Position Closes:** Open Until Filled

**Hiring Range:** \$22.98-\$25.53 per hour

**Work Schedule:** Monday – Friday, 8:00 am – 5:00 pm, some evenings and weekends may be required

**Benefits include:** Medical, Dental, Vision, Flex Spending, Defined Benefit Pension Plan through Public Employees' Retirement Association (PERA), Life & Survivor, Term Life & AD&D, optional Long Term Disability, Bereavement, Jury & Witness Duty, Parental Leave, Military Leave, Sick, Vacation, Holiday pay, Employee Assistance Program, Tuition Assistance. Other voluntary, employee-elected benefits are available.

### Position Purpose

This position performs a wide variety of responsible, confidential, and complex administrative functions for the housing authority operations and leadership, including special administrative projects and supporting contract management; data management; oversight of front office procedures, systems and customer service standards; compilation and preparation of a variety of complex reports; board support; public information and communications; and records management. Position is scheduled to work from 8:00 am to 5:00 pm, Monday through Friday, with occasional nights and weekends in emergency or special situations.

LHA is looking for candidates that embody a spirit of service; treat others with respect and dignity; model honesty and integrity; promote a positive work environment; engage in frequent and meaningful communication; hold self and others accountable; promote teamwork; and foster creativity and innovation.

### Essential Responsibilities:

- Perform customer service duties for the LHA/Community Services front desk in accordance with best practices, policies, and procedures for providing the highest quality customer experience. Provide general information as well as response to specific customer questions requiring additional research and referral. Route inquiries appropriately for more complex matters. Take and respond to messages and perform other reception duties.
- Provides confidential administrative and project support for LHA Boards and staff.
- Accept and process forms, reports, legal documents, applications, registrations or similar materials for various LHA programs. Includes reviewing documents for complete and accurate information. Coordinate with staff for approval and process for payment and/or follow up with customer for additional information or documents.
- Organizes and carries out administrative assignments; researches, compiles, and organizes information and data from various sources on a variety of specialized topics related to programs in assigned area; checks and tabulates standard mathematical or statistical data; prepares and assembles minutes, resolutions, reports, and other informational materials.
- Composes, edits, and proofreads a variety of complex documents, including forms, memos, administrative, statistical, financial, and staff reports, and correspondence for department management and staff; inputs and retrieves data; checks draft documents for punctuation, spelling, and grammar; makes or suggests corrections.
- Supports the coordination of research, preparation and processing of reports, forms, and records, such as requests for payments, invoices, requests for proposals, bid packages, contracts and agreements, legal documents, hearing notices, notices of determination, public information requests, and mailing lists for public hearing items.

Longmont Housing Authority and Longmont Housing Development Corporation

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- Coordinate the property and voucher waitlist and lottery processes, process applicant background verifications, assist with resident move in/out paperwork.
- Establishes and maintains office management systems, processes, forms, and standard operating procedures.
- Coordinates daily administrative operations and activities, and ensures compliance with organizational policies and procedures.
- Works independently and within a team on special nonrecurring and ongoing projects.
- Identifies and recommends improvements for service efficiency and effectiveness.
- Provides computer support for employees and troubleshoots issues, as needed. Participates in installation of new and upgraded software programs and systems.
- Schedules and/or coordinates meetings, seminars, conferences, and training sessions for staff; acts as meeting and/or committee secretary including preparing informational packets, setting up the room, operating audiovisual equipment, and taking and transcribing minutes for assigned boards, committees, and commissions.
- Makes all travel arrangements, including, transportation, and lodging, conference/training registrations for department management and staff and prepares and submits travel reimbursements requests as needed.
- Assists in screening calls, visitors, and incoming mail and emails; assists and directs the public, tenants, property managers, property owners, and other agencies to appropriate locations and/or staff; responds to complaints and requests for information; interprets and applies regulations, policies, procedures, systems, rules, and precedents in response to inquiries and complaints from the public.
- Develops and implements a variety of record-keeping systems.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies departmental and program policies and procedures in determining completeness of applications, records, and files.
- Coordinates on-boarding requests and office/cubicle moves for new hires and existing staff.
- Monitors and orders office and other related supplies; prepares, processes, and tracks purchase requisitions for services and materials; receives vendor invoices; prepares request for payment for management approval.
- Assists with hiring process.
- Serves as point of contact on all Insurance Renewal, including liability, property, errors and omissions, etc.
- Perform select communications and marketing support tasks, include website management.
- Performs other duties as assigned to meet the needs of LHA.

### Reporting Relationships

**Supervision Received:** Housing & Community Investment Division Director

**Supervision Exercised (direct reports and/or direct staffing decisions):** None

### Knowledge, Skills and Abilities

#### Required Qualifications:

Any combination of education and experience equivalent to secretarial or office administration coursework, and at least two years of related administrative or secretarial experience. Valid Colorado driver's license, good driving record, substance screening and background check required.

**Bilingual Requirements:** Bilingual (English/Spanish) fluency in oral and written communications required.

**This position requires/prefers the incumbent to be fluent in the following languages:** English/Spanish intermediate fluency verbal and written.

**The proficiency level expectation is:** Bilingual (English/Spanish) fluency in oral and written communications required.

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**Knowledge of:**

- Office administration/management functions including customer service, records management, and administrative support.
- Operating routine office equipment including, but not limited to, personal computers, copiers, multi-line telephone systems, calculators, and fax machines.
- Applicable federal, state and local laws, rules and regulations pertaining to government operations.
- Principles, methods, and practices of municipal finance, budgeting, and basic accounting.
- Data collection, storage, and management techniques.
- English language, proper grammar, punctuation, and spelling in other oral and written communication. Current business letter writing techniques and methods.
- Operation of personal computers and related equipment and software including advanced-level word processing, spreadsheets, databases, presentation software, computer-aided polling, virtual meeting platforms, and website content management.
- Organizational or municipal structure and administrative processes and policy especially as found within the LHA.

**Ability to:**

- Demonstrate empathy in customer service and practice compassionate compliance in dealings with the diverse populations we serve.
- Maintain composure in difficult situations with the ability to manage and resolve interpersonal conflicts effectively.
- Ability to establish appropriate boundaries with residents and foster a healthy resident culture.
- Demonstrate strong problem-solving skills.
- Complete many different administrative support tasks; develop work schedules and deadlines. Prioritize tasks and demonstrate flexibility in completing such tasks.
- Assume responsibility for completion of a complex workload without immediate supervision.
- Understand and apply LHA policies and procedures.
- Exercise initiative and judgment as well as make decisions within the scope of assigned authority.
- Participate in a variety of complex organizational policy and procedure updates and implementation, in accordance with best practices.
- Establish and maintain cooperative working relationships with co-workers and others.
- Communicate and deal effectively with the public and high-level administrators and officials.
- Communicate clearly and concisely, orally and in writing.
- Proficiently operate standard City computer software and systems. Learn and operate other specialized software or systems required by the LHA.
- Manage confidential information and sensitive client/employee issues.
- Compose original complex and/or positional correspondence and reports on behalf of staff.
- Model organizational attributes in developing and maintaining effective working relationships with staff and colleagues, and in carrying out duties within the organization and the community.

**Additional Requirements****Equipment Used**

Standard office equipment including, but not limited to, personal computer and associated hardware and software, telephone, copier, calculator, and fax.

**Working Conditions and Physical Requirements**

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Work is generally performed in standard office environment. Frequent use of technical office equipment including personal computer, document preparation equipment, telephone, and fax machines. May involve the ability to move 15 -20 pounds, mobility through diverse work environments, and frequent exposure to stress associated with varied, complex tasks. May be required to work long or non-traditional hours to fulfill organizational needs, projects, or special circumstances. Exposure to frequent interruptions.

**Deadline: Open Until Filled**

**An ONLINE APPLICATION is required. This job is Open Until Filled.** The online application process is available for this position on our website at [www.longmontcolorado.gov/jobs](http://www.longmontcolorado.gov/jobs). Resumes will be accepted in lieu of the full City Application; however, they must be submitted via the City application site for consideration (on behalf of LHA). For more information, call (303) 651-8609.

*Longmont Housing Authority is an equal opportunity employer and seeks to employ and assign the best qualified personnel in a manner that does not discriminate based on race, color, religion, creed, national origin, sex, sexual orientation, age, ancestry, or disability unless related to a bona fide occupational requirement. If you need special assistance in the selection process, please contact the City of Longmont Human Resources Department in advance to make arrangements.*

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