

# POSITION DESCRIPTION

**Job Title: Property Management Administrative Assistant**

Department: Property Management Location: Administrative Office

Reports to: Assistant to the Director of PM

Full-time: \_\_\_\_\_  Exempt  
 Part-time: \_\_\_\_\_  Non-exempt

**Position Summary:**

Under general supervision, perform a variety of administrative and receptionist duties including greeting and assisting visitors, residents and potential applicants, and screening and directing incoming calls. Perform routine clerical and administrative duties and undertake special projects as needed to support the work of the Property Management Team and the Administrative Office.

**Position Responsibilities:**

**ADMINISTRATIVE DUTIES AND RESPONSIBILITIES:**

- Perform prompt opening and closing procedures for the Administrative Office at 8 AM and 5 PM.
- Greet and assist visitors, vendors, potential applicants and current residents in a pleasant, calm and professional manner, especially in stressful situations, being careful to treat everyone fairly. Refer to other staff members or convey written messages as necessary.
- Receive and route office telephone calls using multi-line telephone system in a professional and friendly manner, answering questions, taking messages and making appropriate referrals.
- Assist potential applicants over the telephone, and in person, with the resident screening and application process. Provide direction for using the lobby computer to locate available apartment units.
- Maintain appearance of the reception area.
- Perform a variety of general office support duties as assigned by supervisor.

**PROPERTY MANAGEMENT SUPPORT:**

- Coordinate the new resident satisfaction survey, mailing out survey cards and reporting on results monthly.
- Assist with the implementation and reporting of results of the annual resident survey.
- Forward Call Center emails to appropriate staff and maintain the summary spreadsheet.
- Receive and track resident Utility Data Release Addendums.
- Allocate Language Link usage costs to buildings and submit invoices for payment.
- Monitor, forward and respond to Bellwether email messages as appropriate.
- Assist Property Management staff with additional administrative tasks and projects, as assigned.

**SELF AND TEAM DEVELOPMENT:**

- Embody Bellwether values of respect, integrity, community, and excellence in your work.
- Contribute and participate as a member of the Bellwether team to troubleshoot problems as they arise, suggesting/initiating procedural changes as needed.
- Work together with all Bellwether coworkers to learn effectively from and with each other, and to incorporate lessons learned.
- Attend trainings and meetings as directed.
- Undertake other duties as assigned.

**Minimum Requirements:**

- High school diploma or GED.



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- Excellent written and verbal communication skills.
- Ability to communicate clearly and concisely, both verbally and in writing.
- Proficient with Microsoft Word, Excel and Outlook.
- Excellent organizational skills, detail-oriented and accurate.
- Ability to understand, interpret and apply general administrative and departmental policies and procedures.
- Exceptional customer service ability, including problem-solving skills and the ability to respond quickly and tactfully to customer requests.
- Ability to exercise discretion and maintain confidentiality at all times.
- Dependable, self-motivated and organized individual skilled at multi-tasking, meeting deadlines, and producing high quality work.
- Ability to work independently or as part of a team.
- Positive attitude a must.

### **Desired Qualifications:**

- Knowledge and/or training in federal fair housing laws and landlord/tenant laws.
- Prior experience working with property management software.
- Prior face-to-face and over-the-telephone customer service experience.
- Ability to deescalate difficult situations with customers.

### **Other Position Requirements:**

- Candidates selected for this position must pass a criminal history background check prior to employment with Bellwether Housing.
- A personal vehicle is not a requirement of this position. However, if using a personal or company-owned vehicle in the performance of job duties associated with this position, incumbent must possess and maintain a valid Washington State driver's license, the appropriate amount of automobile insurance, and a safe driving record.

Received by: \_\_\_\_\_ Date: \_\_\_\_\_  
(Staff member signature)

Print Name: \_\_\_\_\_