



Administrative Support Coordinator

Position: Non-Exempt, 40hrs weekly

Work Hours: 8 am – 4:30 pm, Mon-Fri. NOTE: Hours may be flexible based on workload needs.

JOB DESCRIPTION:

The Administrative Support Coordinator is responsible for answering incoming calls and working to support UHC tenants' needs. The administrative coordinator is responsible for supporting communications, maintenance, property management, along with some light accounting and assisting other departments as needed.

Under supervision of the COO, the Administrative Support Coordinator will function as a role model to peers; exhibiting competency in office administration and use of coping skills; serve as a client advocate and provide information and peer support for clients as needed.

PROGRAM MAJOR DUTIES AND RESPONSIBILITIES:

- Greet visitors to UHC, answer incoming calls and return voice mail messages, daily, Monday- Friday.
- Screen callers to determine if they meet the criteria, set forth by HUD, for an eligibility intake for Continuum of Care (CoC) Programs.
- Access HMIS Service Point system when *qualified* clients call to update their information and schedule intakes for clients.
- Collect payments from tenants in person and online and provide receipts
- Input data to UHC management system YARDI daily.
- Tracking mileage, maintaining and tracking maintenance of company vehicles and monitoring vehicle inspections. Maintaining current and accurate tag, title, insurance paperwork. Assigning vehicles to new hires and assisting with maintenance shuttles when needed.
- Maintain birthday, staff vacation calendars, and ensuring departmental celebration information is shared. Make all necessary preparations for all company events.
- Developing recycling rotation and conducting necessary follow up.
- Entering donor information and maintaining eTapestry CPM. Composing and mailing donor correspondence when needed.
- Maintain and update shared electronic files.
- Assisting with new hire preparation and preparation and completion of new hire paperwork; arrange and shoot photo for new hires
- Set meetings and prepare the conference rooms for visitors, when needed.
- Order office and coffee supplies and ensure coffee station is stocked daily.
- Keep front lobby, coffee station, break room neat and orderly; water plants
- Contact building maintenance and arrange for repairs when needed.
- Log mailed checks
- Develop social media announcements in Canva
- Research social media content and assist to implement the communication plan
- Update website periodically
- Assist with monthly newsletters and assist with content.
- Actively assist to develop newsletter subscriptions and social media retention
- Assist with implementation of the recurring donor program
- Create a volunteer program and implement including the Angel Tree program
- Assist REOP with income verification, reference checks, and background checks and lease renewals
- Coordinate tenant maintenance needs with direction from REOP to ensure inspections are timely.
- Attend weekly maintenance meetings, maintain and update maintenance reports.
- Assist REOP with resident records ensuring documentation is complete and up to date
- Assist with tenant education and tenant correspondence

- Provide vacation back up for accounting, as needed.
- Other duties as assigned.

KNOWLEDGE/SKILLS REQUIREMENTS:

- High School graduate with post-secondary training in secretarial, bookkeeping, computer or office skills required. At least two years post-secondary education is desired.
- A valid driver's license and clean driving record is required.
- PC and Microsoft Office 365 including Word, Excel, Outlook, and SharePoint proficiency required.
- Canva, WIX, Mailchimp, ETapestry, Converge, YARDI Breeze experience a plus.
- Self-motivated with attention to detail, positive attitude, strong work ethic, reliable
- Professional written and verbal communication skills. Excellent follow-up skills via email, text, writing and phone.
- Ability to work harmoniously with various demographic populations.
- Ability to take initiative and be a team player.
- Must have the ability to work with little direction maintaining confidentiality and professionalism.

PHYSICAL DEMANDS:

The work is primarily sedentary. Typically, the employee will sit to do the work. However, there may be some walking; standing; bending; carrying of light items such as books, papers, etc; accessing transportation and driving a government car or van.