



CITY OF ARVADA
invites applications for the position of:

Administrative Specialist - Housing

SALARY: \$3,416.62 - \$4,671.70 Monthly
\$40,999.44 - \$56,060.40 Annually

OPENING DATE: 08/04/17

CLOSING DATE: 08/11/17 11:59 PM

POSITION PURPOSE:

Performs a wide variety of routine to complex technical and administrative support and customer service activities requiring specialized knowledge and/or training to assist the housing, neighborhood revitalization and Arvada housing authority in meeting business needs. Requires specialized knowledge of housing programs.

JOB FUNCTIONS / SCOPE OF AUTHORITY:

ESSENTIAL JOB FUNCTIONS

- Prepares routine to moderately complex correspondence including generating own responses to general questions and editing for grammar and professional wording.
- Creates and maintains routine reports and spreadsheets to provide requested information in a timely manner and usable format. May include developing and implementing new administrative related forms and/or reports.
- Maintains division office supplies and office equipment such as copiers, printer, fax machine, etc. to assure proper functioning.
- Maintains and retrieves files related to housing programs.
- Schedules and arranges meetings and keeps calendar for division members.
- Provides administrative support, including word processing, scanning, copying, distributing mail, assist with and log in quality control inspections, stuff and mail correspondence, prepare annual recertification letters, and faxing.
- Orders and requisitions equipment and related items as necessary and as directed.
- Responds to external and internal requests for information by phone and/or in person, relying on specialized knowledge of the Housing and Neighborhood Revitalization programs and services.
- Assists and prepares recertification files and handles inspection process for Section 8 program, reconciles monthly checks and reimbursements.
- Conducts internal audits of Essential Home Repair Program files in loan portfolio.
- Provides coverage for reception area. Schedules temporary coverage for counter, as necessary.
- Performs data entry and maintenance to one or more databases to keep required information in a current and accurate manner. Assists in the maintenance of the WinTen Section 8 waiting list and appointment scheduling.
- Assists with special projects as assigned by division or department head.
- Prepares and tracks expenses using Oracle financial system.
- Content manager for division web page.

- Provides assistance in answering public inquiries; listens to and directs citizens to proper individual/department.
- Strong knowledge and experience in all facets of office administrative practices including word processing, data entry and spreadsheets.
- Participates in continuous improvement efforts and makes recommendations for general office procedures and operations
- Demonstrates ethics and integrity by being truthful, honest, and trustworthy. Accountable for words and actions.
- Demonstrated experience in prioritizing tasks and demonstrate flexibility in completing such tasks.
- Demonstrates a respectful attitude towards customers and coworkers that promotes teamwork, open communication, and effective customer service.
- Acts with the customer in mind, responds to requests promptly and provides effective services or solutions for customers.
- Exercises appropriate level of initiative and judgment to make decisions within the scope of assigned authority.

ESSENTIAL KNOWLEDGE, SKILLS AND ABILITIES

- Strong customer service and problem resolution skills.
- Strong written and verbal communication skills with the ability to effectively communicate and interact with all levels of personnel within the city and the general public in a positive and cooperative manner.
- Strong knowledge of bookkeeping practices.
- Ability to handle multiple tasks efficiently.
- Ability to answer routine to complex questions based on understanding of division policies and procedures and program specific requirements and information.
- Ability to effectively communicate information, both verbally and in writing, to support organizational objectives and interact with all levels of personnel within the city in a positive and cooperative manner.

OTHER FUNCTIONS:

- Other duties as required.

--Employees are held accountable for all duties of this job--

SCOPE OF AUTHORITY:

Receives general supervision under the direction of the manager of housing preservation resources . Duties and tasks are routine in nature. Judgment and analysis are required in resolving problems and making recommendations. Insures that all details of a task are accomplished properly. Assignments are usually on an as-needed basis, with verbal instructions. Plans daily work activities and prioritizes tasks. Daily activities are established by supervisor. Detailed but easy to understand procedures cover all duties, with guidance sometimes being needed to handle irregular situations. Generally detailed procedures cover the majority of the work, but often times decisions have to be made based on organizational policy and/or precedent.

Financial Accountability:

Makes recommendations to supervisor for budget allocations that pertain to functional area supplies and printing. Approves expenditures up to a designated amount. Monitors tracking of accounts payable and/or receivable and may have cash handling and reporting responsibilities.

WORKING ENVIRONMENT / QUALIFICATIONS:**WORKING ENVIRONMENT/PHYSICAL ACTIVITIES:**

The work environment/physical activities described here are representative of those an employee encounters while performing the essential functions of the job.

Work is primarily performed in an office environment with low noise levels. Physical effort and activities include: Physical effort above and beyond that performed in a normal office environment is generally not required. Must be able to operate a motor vehicle and normal office equipment such as a telephone, computer, fax machine, typewriter, etc.

MINIMUM REQUIRED QUALIFICATIONS (EDUCATION, LICENSE, TRAINING AND EXPERIENCE):

High school diploma or equivalent and (4) four years of general office/administrative experience, including word processing, data entry, spreadsheets and financial accounting software. Customer service experience in an office environment a must.

Preferred Qualifications:

Prior knowledge and experience working in housing programs highly desired.

VISION MISSION VALUES:

The City's Core values are in every employee's individual Performance Plan which helps us to reinforce our expectations for living and working by our Core Values.

Every City employee is expected to perform his/her job to the highest professional standards. This includes upholding the City's values with integrity and accountability, acting in a manner that is respectful and inclusive towards others, and adhering to the City's policy on employee conduct as detailed in the personnel rules sec. 70-143.

Vision: We Dream Big and Deliver

Mission: We are dedicated to delivering superior services to enhance the lives of everyone in our community.

Values:

Innovation: We excel in creativity, flexibility and the use of best practices while valuing diverse backgrounds, ideas and perspectives.

Passion: We are a high performing, inclusive team inspiring each other to pursue excellence.

Opportunity: We value our diversity, embrace possibilities, face challenges, persevere and take action to deliver quality results.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.arvada.org>

Position #2017-00098
ADMINISTRATIVE SPECIALIST - HOUSING
AS

8101 Ralston Road
Arvada, CO 80002
720-898-7555

Aswan@arvada.org

* 1. Do you have a High School or GED equivalency?

Yes

No

* 2. Do you possess a minimum of four (4) years of general office/administrative experience?

Yes

No

* 3. Please explain your general office/administrative experience. If none, enter N/A.

* 4. Please explain how you have provided superior customer service.

* Required Question