



115 Scranton Avenue  
Falmouth, MA 02540  
Tel: (508) 548-1977 Fax: (508) 457-7573  
[www.falmouthhousing.org](http://www.falmouthhousing.org)

## **JOB DESCRIPTION**

**Job Title:** Maintenance Administrative Assistant– Full Time (35 hours per week)  
**Responsible To:** Assistant Director  
**Other:** Union Position (AFSCME)

### **I. The Mission of the Falmouth Housing Authority**

The Falmouth Housing Authority is committed to ensuring safe, decent and affordable housing by working cooperatively with community, state, federal and local officials. The Falmouth Housing Authority (FHA) always endeavors to make the best use of all available resources so our residents and participants can live in an atmosphere of dignity and respect, free from discrimination.

### **II. Job Statement**

The purpose of the Maintenance Administrative Assistant is to support the mission of FHA in a wide range of activities related to the documentation and recordkeeping for the maintenance department. This position reports to the Assistant Director. The position requires use of the work order system, and skills in customer service, scheduling, file maintenance, purchase ordering, and basic inventory control. Reception support during lunch periods and work absences.

### **III. Job Description**

#### **Objective A – Program Activities**

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required.  
**Other duties may be assigned.**

1. Answer telephones; screen calls and direct to the appropriate staff.
2. Maintain communications regarding maintenance issues with supervisor(s)
3. Draft work orders based on tenant reporting (telephone, email, etc.)
4. Assist in Procurement, as assigned.
5. Maintain utility logs and enter monthly energy reports
6. Maintain preventative maintenance logs, calendars and schedules for all equipment, appliances & vehicles owned or operated by the Authority (includes generators & elevators)
7. Maintain key box and logs for all units owned or operated by the Authority
8. Assist in inventory & asset control (log in, log out, inventory counts and reporting) for all equipment, tools and appliances
9. Assists with special maintenance-related projects, as assigned.
10. Order office and maintenance supplies, as approved
11. Administrative filing for the Authority of client and unit documentation
12. Communicate concerns between tenants and supervisor(s); gather required supporting documentation to support problem resolution.
13. Provide excellent customer service to tenants, vendors and co-workers.





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14. Conduct all job functions in alignment with FHA's Administrative Plan(s), tenant handbooks, funding agency regulations, state or other local requirements and/or guidance as provided by supervisor(s).
15. Coordinate with supervisor(s) to ensure timely inspections as assigned
16. Attend daily meetings as scheduled; provide program reports as required.
17. Perform other duties, as assigned.

### **Objective B – Operational Excellence**

1. Return phone calls and e-mails within required time frames.
2. Maintain a high level of daily productivity.
3. Ability to maintain confidentiality, safeguard sensitive information and adhere to Federal Privacy Act.
4. Manage several tasks at once, anticipate and identify problems putting forward solutions that are creative, innovative and flexible.
5. Maintain a clean workspace and file data daily.
6. Monitors and accurately interpret rules and regulations relating to assigned housing-related tasks; work effectively with people representing diverse cultural and ethnic backgrounds; communicate clearly and effectively; orally and in writing; establish and maintain effective working relations with other staff, participants, owners and landlords.
7. Ability to identify issues/concerns and direct them to appropriate personnel as required.
8. Attend trainings, workshops and educational opportunities, as assigned.
9. Continuously provide excellent customer service and support.
10. Perform related duties and tasks, as assigned.

### **Objective C – Partnerships**

Communicate and collaborate with federal, state and local community partners to ensure program compliance.

#### **MINIMUM REQUIREMENTS**

- High School diploma or equivalent.
- Significant work experience relevant to the position may be considered as an alternative to the above
- 10-key proficient; knowledge of computer programs and general office procedures
- Detail-oriented; ability to work with minimum day-to-day supervision
- Prompt and dependable; excellent interpersonal skills.
- Ability to communicate well in English language (oral and written)
- Able to work well under stressful conditions; strong organizational skills.
- Approach problems pro-actively and be solution-focused

Must obtain federal, state and local background clearances and pass a drug screening test. A cover letter and resume detailing your qualifications and experience must be submitted as an expression of your interest in this position. The Falmouth Housing Authority complies with Section 504 of the Rehabilitation Act of 1973 by providing equal access to services, programs and activities for qualified individuals with disabilities. Reasonable accommodations will be provided to individuals with disabilities. FHA is an EEOC/AA employer

