

	<p><b>ADMINISTRATIVE COORDINATOR</b></p> <p>CREATED: 03/18/2024      DEPARTMENT: HOUSING AUTHORITY  UPDATED: 03/18/2024</p> <p>CLASS CODE : RANGE 7      FLSA: NON-EXEMPT</p>
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**DEFINITION**

**SUMMARY**

Provides direct customer service to the public by providing Housing information and Community Resources for South Tucson Housing Authority.

Provides direct support to the public in the receipt and review of Housing application packages. Processes applications by soliciting needed information, and upon completion of department evaluation, reviews applications for completeness and accuracy.

Receives and facilitates all incoming documents and coordinates the flow of information to appropriate Housing staff.

Works closely with administrative departments; City Clerk, Finance, Public Works and Development Services.

An employee of this class is responsible for clerical, typing and administrator assignments. Work follows prescribed procedures that can be learned readily by training on the job. Detailed instructions are given at the beginning of work and subsequent new assignments; however, after employees become familiar with procedures they may work with some independence. Assignments involving more varied tasks are given closer supervision than those more repetitive in nature, although work is normally reviewed and verified upon completion.

Work problems involving important departures from standard policies are reviewed with superiors. Instructions are received from superiors on matters of policy, and new assignments usually consist only of statements of desired objectives. Work is normally reviewed only for results obtained.

**SUPERVISION RECEIVED AND EXERCISED**

Executive direction is provided by the Department Director. The Administrative Coordinator has no supervisory responsibilities.

**EXAMPLES OF DUTIES Essential:**

(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills, and other characteristics.)

- Receives, processes rent payments and issue receipts for fees collected for tenants of South Tucson Housing Authority.
- Receives tenant work order requests for electrical, mechanical, gas, plumbing, lockouts, building issues and calculates fees as needed. Issues work orders to Maintenance staff and other city personnel/outside agencies to resolve issues.

- Communicates to the public, by telephone, email or U.S. mail, the status of their housing application as requested and provides guidance regarding actions if needed. Provides specialized instructions and explanations to tenants pertaining to rental payments and procedures in regard to entering into Repayment Agreements. Responds to questions from the public at the front counter, by email, and by telephone, and relay as needed to departmental staff City and other governmental agencies.
- Issues Tenant parking permits and/or issues parking violations. .
- Performs research and data entry utilizing the departmental database.
- Review submitted information for general completeness, accuracy, and proper format.
- Functions as the liaison between the public and Housing staff including resolving problems and complaints.
- For Quality Control, review file information for accuracy and completeness entered by Housing eligibility staff.
- Maintains a balanced cash drawer, prepares bank deposit slips, and bank deposits, and forwards proper documentation to City Finance.
- Monitors advance payment accounts, adjusts, and prints reports for review.
- Receives and records telephone messages.
- Answers questions from the public regarding housing application procedures and services.
- Check forms, records, and other materials for accuracy, completeness, and conformance with established procedures.
- Posts a variety of information from standardized media, web posting to various types of control records.
- Maintains files.
- Orders office supplies and maintains office supply and equipment inventory.
- Computes and extends figures and calculates amounts of bills or fees.
- Provides a full range of support to efficiently manage customers.
- Balance daily cash receipt from departmental software.
- Greets and directs customers to appropriate housing personnel.
- Communicates with the public and other City staff to assist in using Department services.
- Interacts with other departments in the processing of any customer related issues.
- Types memos, notices, schedules, and other material.
- Performs related work as required.

## QUALIFICATIONS

Note: The required level and scope of the following knowledge and skills relate to the level of the position as defined in the class characteristics.

### **Knowledge of:**

- Public relations techniques in responding to inquiries and complaints.
- Computer software experience.
- Office procedures along with automated filing systems.
- Basic mathematics and accounting principles.
- Working knowledge of business English, spelling and arithmetic.
- Knowledge of modern office methods, procedures, and practices.
- Good customer service techniques.

**Skills and Ability:**

- Skill in the operation of a computer, indexing and filing.
- Coordinating and prioritizing documents.
- Resolving problems with irate customers.
- Making mathematical calculations and performing accounting duties
- Ability to maintain a high degree of confidentiality.
- Communicating effectively, accurately, and courteously with the public, staff, and outside agency personnel.

**Education and Experience**

Experience in general clerical work, including public contact.

Possession of a High school diploma or equivalent and two (2) years of administrative experience in working with the public.

Special Note:

Bilingual (Spanish/English) is highly desirable.

Or any equivalent combination of experience and training that provides the desired knowledge, skills, and abilities.

**Physical Demands and Working Conditions:**

Work is performed in a normal office setting. The noise level is generally moderate (primarily from office machines). Tasks require the ability to exert light physical effort in sedentary to light work but which may involve some lifting, carrying, pushing (5-10 pounds), walking and may include going up/down stairs. Tasks may involve extended periods of time at a keyboard or workstation.

**Selection Guidelines:** Formal application; rating of education and experience; oral interview and reference check; job-related tests may be required.

***The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the City and the requirements of the job change.***