

Avalon Housing

Job Description: Admin Assistant/ Receptionist

Avalon Housing is a nonprofit supportive housing provider created in 1992 as a long-term solution to homelessness. We believe that housing is a basic human right. We are a housing developer, property manager, and service provider dedicated to providing affordable housing and support services for people who are homeless and who have physical and behavioral health challenges. Our goal is to help supportive housing residents achieve stability, increase self-determination and build community. Avalon owns and operates 260 apartments at 20 sites throughout Ann Arbor, manages over 100 rent vouchers with private landlords, and partners with both the Ann Arbor and Ypsilanti Housing Commission to provide housing alternatives for more than 500 formerly homeless households throughout Washtenaw County. Individualized supports and community programs are available on a voluntary basis to all 650 residents, including more than 200 children.

The Administrative Assistant plays an important role in the smooth and effective running of Avalon. This position covers the front desk, greeting guests in person and via telephone, and assisting tenants by collecting rent, entering work orders, and answering general inquiries. The Administrative Assistant also provides support to the Real Estate Development team, and may assist other areas of the agency as necessary. The ideal candidate will possess a desire to serve others, enjoy playing a support role for the agency, and actively seek out opportunities to anticipate and respond to the needs of co-workers.

The Administrative Assistant should possess superior problem solving skills, and be comfortable performing a wide variety of job tasks, often balancing multiple projects simultaneously. This position is full –time, and directly reports to the Administrative Manager, although tasks may often be delegated by other staff members.

Core Responsibilities include, but are not necessarily limited to:

Front Desk & Reception Duties

- Be a courteous, helpful and professional face of Avalon, greeting guests to the building, managing phone calls, and general email inquiries
- Receive, sort, and distribute mail and other deliveries
- Maintain monthly calendars for conference room use
- Update and maintain shared information resources, such as staff phone lists, on the server and portal
- Receive, filter, and enter work order requests from tenants
- Receive and process rent checks from tenants

General Administrative & Office Assistance

- Maintain office supplies, including ordering, receiving, and storage
- Provide general clerical support, such as mail merge of letters and filing support
- Maintain clean and tidy shared office areas (reception, conference rooms, staff break room)
- Create and distribute meeting notes for all staff meetings and others as requested
- Logistical support for projects, meetings etc
- Assists with the improvement of overall systems and efficiency of Avalon
- Supports and maintains server filing systems and Avalon portal information

Real Estate Development Team Support

- Assist with mailings, notices, updating templates, and other paperwork preparation

- Scanning, downloading, uploading, printing, and filing of documents (both electronic and physical)
- Assist with project management tasks, including tracking / maintaining checklists and coordinating with team members on progress updates
- Attend unit walk-throughs with building inspectors
- Produce, distribute, and collate responses from tenant surveys
- Distribute mailings and notices to tenants, including on-site at Avalon's twenty Ann Arbor properties
- Work with mapping sites (such as Google Maps) to identify and document community amenities, producing printed map documents for projects

Desired Qualifications & Experience

- Minimum education level of a High School Diploma required.
- Flexibility in a highly dynamic environment, with a proven track record of successfully multi-tasking.
- Excellent attention to detail and highly effective personal organization skills.
- Ability to receive and offer feedback effectively.
- Excellent written, oral communication and interpersonal skills.
- Strong knowledge and experience with Word, Excel and PowerPoint is required. Knowledge of and experience with design programs (such as In Design or Illustrator) and / or database systems is a plus.
- Excellent listening and information gathering skills.
- Self-motivated with ability to take initiative, as well as ability to work as part of a team. Enjoys performing a support role that enables other staff to perform at their best.
- Experience in tracking projects and deadlines, and supporting a team project.
- Sense of humor and creativity.
- Ability to understand and adhere to all Privacy and Confidentiality policies
- High level of comfort interacting with people of diverse backgrounds and abilities; experience working with people who are homeless or have a mental or physical disability is a plus.
- Customer Service and / or Administrative Assistance background and experience preferred.

A valid driver's license and reliable transportation is required.

Job Title: Administrative Assistant
Reports to: Property Management Team Leader. This position and office is based in Ann Arbor, MI.
Salary: Commensurate with experience and qualifications, full benefits available
Status: Full Time, Salary Non-Exempt

To apply, please send a resume, cover letter, and references to jobs@avalonhousing.org.
 Please include the job position that you are applying for in your email subject line.

Or mail to:

Attn: HR, Avalon Housing
 1327 Jones Drive, Ste 102
 Ann Arbor MI 48105

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