

**MEDINA METROPOLITAN HOUSING AUTHORITY**  
An Equal Opportunity Employer  
**JOB DESCRIPTION**

<b>Job Title:</b>	Management Assistant – Resident Services
<b>Supervisor:</b>	Community Manager
<b>Employment Status:</b>	Full-time, Bargaining Unit Position
<b>FLSA Status:</b>	Non-Exempt
<b>EEO Job Category:</b>	05 – Administrative Support
<b>Positions Supervised:</b>	None

**Job Summary:** Provides administrative and technical support for the Resident Service Programs at designated properties in the Authority's inventory; works with the Community Manager and other Housing Team Members on issues related to property management including applications, leasing, and resident relations.

**Duties and Responsibilities:**

- Assists the Community Manager and performs administrative tasks related to determining applicant eligibility
- Conducts annual and interim reviews of tenant files including scheduling inspections for recertifications
- Responds to resident complaints
- Schedules and gives property tours to applicants
- Review interior and exterior of properties' physical conditions
- Performs administrative and clerical tasks including collecting documents, scheduling appointments, interviewing clients, and maintaining case files
- Prepares, completes, and submits reports as directed to the Community Manager
- Performs outreach and resident relations functions
- Prepares and distributes routine informational items (e.g. newsletters) for resident use
- Works with various outside organizations to develop resident service plans both generally for all residents' and specifically for certain residents
- Coordinates transportation resources for residents including work with Medina County Transit, the Office for Older Adults, and Job & Family Services as well as for-profit service providers
- Facilitates various meal delivery programs including meals-on wheels and other meal service initiatives for the betterment of residents
- Establishes routine (not less than once per month) presentations on topical interests to residents to assist in the routine health & safety and quality of life aspects for residents
- Communicates with residents regarding potential lease violations
- Attends meetings, trainings, and seminars as directed
- Other duties as assigned

**Skills and /or Experience:**

- High School Diploma or GED required; strong customer service background preferred
- Ability to work with a variety of people and across diverse cultures required
- Computer literate with a solid working knowledge of Microsoft Office Suite software and strong typing skills required
- Use of modern office equipment including voice over internet phones (VOIP), adding machines or electronic calculators, etc. necessary
- Strong interpersonal and analytical skills for interviewing applicants and residents required

**Inherently Hazardous and/or Physically Demanding Working Conditions:**

- Exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); ascends and/or descends ladders, stairs, or scaffolds
- Contact with potentially violent or emotionally distraught persons
- Exposure to possible injury due to unclean or unsanitary conditions
- Exposure to hot, cold, wet, humid, or windy weather conditions; has exposure to hazardous driving conditions
- Lifting, carrying, pulling, and pushing objects that weigh up to forty (40) pounds as this is considered sedentary work with physical demands required of the position in accordance with the U.S. Department of Labor's physical demands strength ratings
- Required, in cases of emergency, unpredictable situations, and/or department needs, to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend

**Additional Requirements:**

- Must successfully undergo a criminal background check
- Must possess a valid Ohio driver's license; must maintain insurability according to the Housing Authority's vehicle insurance policy
- Must provide proof of eligibility to work in the United States
- Must be able to deal with culturally diverse populations and perform within strict ethical standards
- May require additional training and travel in order to meet performance expectations
- Must possess or obtain training certificates consistent with the profession of affordable housing

**This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. Employee signature below signifies review and understanding of the contents.**

\_\_\_\_\_  
Executive Director/Approval

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (Signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (Print)