



Berkeley Housing Authority

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## Multiple Office Staff Positions

The Berkeley (CA) Housing Authority is hiring multiple office staff to fill key support staff positions. The complete position descriptions for the three positions can be reviewed on the agency website at [www.bha.berkeleyca.gov](http://www.bha.berkeleyca.gov). A brief description of the positions is as follows:

**Executive Assistant** to assist the Executive Director with highly specialized administrative tasks and to provide office management and direction to subordinate administrative staff.

**Office Assistant 1** to provide a variety of routine clerical and operational services which may include customer service, receptionist duties, software utilization, record-keeping and filing.

**Office Assistant 2** to perform a wide range of responsible clerical and receptionist duties that will also include information and assistance to the general public and agency residents.

Please email a cover letter of interest, a two-page resume, a listing of three references, and salary expectations to both Stan Quy, President of the Organizational Leadership Edge at [SQuy@cox.net](mailto:SQuy@cox.net) and Jessica Quy, TOLE Administrative Assistant at [jessicaguy79@gmail.com](mailto:jessicaguy79@gmail.com). The deadline for applications is March 1, 2023 by 5:00PM Central Time. However, BHA reserves the right to immediately interview and select highly qualified candidates.

## **Berkeley Housing Authority**

Class Code: BHA Executive Assistant

Established: March 2012

### **BHA EXECUTIVE ASSISTANT**

**Annual Salary: \$68,532 - \$78,480**

#### **DEFINITION**

Under general supervision, assists and supports the Executive Director with highly specialized administrative tasks; and performs a wide variety of confidential and/or sensitive administrative duties, including office management and lead direction to subordinate administrative staff and performs related duties as assigned.

#### **CLASS CHARACTERISTICS**

This is the senior level administrative support class at the Authority. Incumbents perform a variety of the most difficult duties and are expected to consistently exercise a high degree of initiative, independence and originality in performing assigned tasks. Positions at this level have detailed and sensitive public contact and work with detailed regulations, policies and procedures. Good judgment and the ability to communicate effectively are of primary importance. Work product at this level rarely receives close review. Incumbents may also provide functional guidance in training and assisting less experienced support staff.

#### **EXAMPLES OF DUTIES**

The following list of duties is a description of the types of work that may be performed and is not intended to be an all-inclusive list. The omission of a specific duty does not make it unacceptable if the work is consistent with the class concept.

1. Organizes, maintains and ensures that BHA administrative and governance files are updated and current, including all actions of the Board of Commissioners.
2. Maintains efficient record-keeping systems and assures that accurate administrative files are maintained.
3. Prepares agendas, presentations and packets for staff meetings, board meetings, and meetings with other officials; may attend meetings outside normal office hours to arrange the room and record minutes.
4. Schedules and coordinates agendas, meeting rooms, meals, etc. for staff meetings, board meetings, and other internal/external meetings.
5. Manages BHA website, posting and removing items as appropriate; also manages BHA's "general" email box, tracking, responding to, and/or forwarding inquiries to appropriate staff.
6. Coordinates the Executive Director's and Board's travel arrangements, including booking hotel rooms, meeting space and transportation.

7. Ensures expeditious processing of documents submitted for approval; i.e. contracts, consultant agreements; non-disclosure agreements; various employee related forms/actions, etc.
8. Coordinates Human Resources management function including (a) the new hire and termination process for employees; (b) maintaining confidential employee files, including updates of critical information; (c) coordinating time cards, leave requests and accrued employee leave; and (d) interpreting administrative and operating policies and procedures for employees.
9. Coordinates waitlist processing/issuance of new vouchers including producing mail merge letters for those on the waitlist, collection and management of required documentation and verifications, data entry into Elite, and invitations to briefings.
10. Coordinates annual recertification process on a monthly basis, including producing mail merge letters, mailing of packets, and informing staff of issuance of packets.
11. Coordinates the criminal background check process for all staff, and functions as the primary point of contact on behalf of the Executive Director for City of Berkeley Police Department.
12. Coordinates scheduling of hearing process on behalf of Housing Specialists and Rent Board Attorneys who serve as the Authority's hearing officers.
13. Serves as the main point of contact for the Authority's landlord, custodial contract and office equipment vendors.
14. Collects, compiles, and records, or otherwise gathers data and prepares standard and custom reports with required information for tracking and decision making (examples include complaint log, criminal background log, rent increase log, Executive Director & HUD communications binders).
15. Discerns issues/information to ensure that the Executive Director is apprised immediately of urgent information, especially those items that are sensitive, or raise some legal or public relations risk for the organization, as well as items such as upcoming deadlines and communications/meetings with program participants, landlords, and other customers.
16. Performs follow-up and necessary research on complex inquiries and problems which require knowledge of Agency-wide services and programs.
17. Monitors inventory of various office supplies and ensures sufficient stock is available at all times.
18. Handles procurement of printed materials, office supplies and equipment.
19. Undertakes special projects as assigned.

### MINIMUM QUALIFICATIONS:

Equivalent to Associate Arts degree or classes in business management, public administration, or other specialized job training program. Experience serving a Board or Commission is highly desirable; and three years progressively responsible experience providing administrative support for executive or management level professionals.

### Knowledge of:

1. Office practices and procedures, business letter writing, standard format for typed materials, design of filing systems and the operation of standard office equipment;
2. Correct English usage, including spelling, grammar and punctuation;
3. Excellent knowledge of policies and procedures related to the specific areas to which assigned;
4. Knowledge of City Departments, community organizations, housing programs, and resources;
5. Computer applications related to the work such as Microsoft Word, Excel, Access, PowerPoint; and related programs and systems; and
6. Basic business controls, business ethics, basic arithmetic, data review and reconciliation techniques.

### Ability to:

1. Establish, organize and maintain complex record keeping systems;
2. Communicate effectively, both verbally and in writing, and working with others in committees or other settings;
3. Effectively and tactfully solicit information from the public and respond to their needs;
4. Effectively identify and solve work-related problems;
5. Make accurate arithmetic calculations;
6. Use initiative and sound independent judgment within established guidelines;
7. Prioritize work, provide direction and coordinate several activities simultaneously;
8. Understand and carry out oral and written directions;
9. Keyboard accurately at a rate of 40 net words per minute from printed copy;
10. Prepare Board agenda packets and take summary longhand notes of meetings;
11. Maintain accurate records and files;

12. Operate a computer and use desktop applications and on-line reporting systems;
13. Establish and maintain effective working relationships; and
14. Work effectively and efficiently in stressful situations with multiple competing priorities, clients and others, while maintaining highest level of confidentiality.
15. Operate office equipment including complex copy machine, fax machine, digital recorder and telephone system.

**OTHER REQUIREMENTS**

A TYPICAL, BUT NOT ONLY WAY OF GAINING KNOWLEDGE AND SKILLS OUTLINED ABOVE IS: Equivalent of two-year degree and three (3) years of clerical/administrative support for an executive or senior management team. College level coursework in general business subjects such as business practices, public administration, information technology, and related subjects are highly desirable.

**BHA OFFICE ASSISTANT II**  
**Annual Salary: \$67,728 - \$74,664**

**DEFINITION**

Under general supervision, performs a wide variety of responsible clerical and receptionist activities, computation and reconciliation, record keeping, filing, provides information and assistance to the public regarding Authority programs, policies and procedures; and performs related duties as assigned.

**CLASS CHARACTERISTICS**

This is the journey level administrative support class at the Authority with incumbents providing clerical and receptionist services requiring knowledge of Authority rules and regulations. Specific duties include keyboarding, data entry, review and reconciling of data, review and correction of documents, and use of on-line or personal computers. Incumbents may have extensive public contact with individuals seeking information about Authority programs and services; and may also be utilized as the trainee level for housing eligibility determination.

**EXAMPLES OF DUTIES**

The following list of duties is description of the types of work that may be performed and is not intended to be an all-inclusive. The omission of a specific duty does not make it unacceptable if the work is consistent with the class concept.

1. Answer the telephone, screen and refer phone calls to the proper staff or other Authority office, or directly answer inquires;
2. Greet visitors to the office and assist the with general questions and/or direct them to the appropriate person or location;
3. Provide information on Authority programs and related referral services, where appropriate;
4. Interpret existing program regulations and unit policy, and other pertinent materials to applicants, clients, and the general public;
5. Keyboard correspondence, reports, charts, forms and specialized documents related to the functions of the organizational unit to which assigned from drafts, notes or brief instructions, using a variety of computer software programs, preformatted documents or graphics and desktop publishing;

6. Enters and retrieves data and prepares or updates a variety of accounting, financial, statistical records and reports from an automated financial system or personal computer spreadsheet;
7. Performs a variety of general office support duties such as opening, distributing and processing mail, ordering office supplies, using standard office equipment and procedures;
8. File a variety of material in alphabetical, numerical, or coded filing systems that involves classification of non-standard materials and cross-referencing for multi-subject documents;
9. Pick-up and deliver documents to court, pick up agency mail;
10. Process a variety of forms and other documents;
11. Prepare forms and other documents;
12. Perform related duties as assigned.

## **QUALIFICATIONS**

### Knowledge of:

1. Office practices and procedures, standard format for typed materials, designing of filing systems and the operation of standard office equipment;
2. Correct English usage, including spelling, grammar and punctuation;
3. Community organizations and resources;
4. Computer applications related to the work such as Microsoft Word, Excel, Access, PowerPoint; and related programs and systems.

### Skill in:

1. Establishing, organizing and maintaining record keeping systems;
2. Communicate effectively, both verbally and in writing;

3. Effectively and tactfully solicit information from the public and responding to their needs;
4. Effectively identifying and solving work-related problems;
5. Making accurate arithmetic calculations;
6. Prioritizing work;
7. Understanding and carrying out oral and written directions;
8. Keyboarding accurately at a rate of 40 net words per minute from printed copy;
9. Taking summary longhand notes of meetings;
10. Maintaining accurate records and files;
11. Operating a computer and using desktop applications and on-line reporting systems;
12. Exercising sound independent judgment within established guidelines;
13. Establishing and maintaining effective working relationships, and working effectively and efficiently in stressful situations with clients and others;
14. Advising and assisting program participants in obtaining and maintaining assisted housing.

### **OTHER REQUIREMENTS**

A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE IS: Equivalent to graduation from high school and two (2) years of general office support, clerical experience. College coursework in general business subjects such as business practices, customer services, bookkeeping and accounting are desirable.



## **Berkeley Housing Authority**

Established: July 2010

### **BHA OFFICE ASSISTANT I** **Annual Salary: \$58,836 - \$64,872**

#### DEFINITION

Under close supervision, provides a variety of routine clerical and operational support, which may include customer service, receptionist duties, utilization of computer software, record keeping and filing; and performs related work as assigned.

#### CLASS CHARACTERISTICS

Office Assistant I is the entry level in the office support series, characterized by the procedural nature of tasks assigned, detail of instructions, or guidelines provided, or use of accepted methods and procedures indicated. Repetitive, routine, or standardized tasks are performed with general supervision, once learned. Assignments may be made to general office work or to support BHA's financial and accounting systems. This class is distinguished from the BHA Office Assistant II level in that incumbent(s) work under close supervision, or perform the more routine office support duties. Specific duties, including the various types of computer software and office equipment used, may vary with the organizational unit to which assigned.

Duties assigned to this classification are performed on the basis of the following principles: service focus should be on results which add value to customers' experience while calling or visiting the Housing Authority; decision making is delegated to the closest feasible level to the customer; regulatory and control functions are continuously reviewed with suggestions for improvement as appropriate. All activities are expected to be continuously improved over time.

#### EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification, or is similar or closely related to another duty statement.

1. Keyboards correspondence, reports, charts, forms and routine documents from drafts, clear written or oral instructions where applicable, and existing models using a variety of computer software programs;
2. Produces typed and other materials with accuracy, completeness, and in compliance with departmental procedures, using correct English grammar, punctuation, and spelling;
3. Enters basic data into spreadsheets, database; prepares a variety of reports using established procedures and pre-existing report structures, reviews results, and performs reconciliation procedures in order to ensure accuracy of data input;
4. Assists with desktop publishing and in the production of graphic illustrations and announcements related to the business of the unit;

5. Receives and screens visitors, answers the telephone, maintains A call tracking system, refers calls or takes messages, communicates customer's needs, and provides factual information and customer service in defined areas.
6. Compiles data reports, prepares basic reports, and maintains front office documentation such as names and quantity of clients coming through the office for assistance; and records of units for unit listings; ensures client walk in sign in sheets are present at front window at all times;
7. Operates office equipment such as a personal computer, calculator, scanner, Fax, printer, copy machine, and mail inserting and folding machine;
8. Opens, time stamps and distributes mail and faxes in a timely manner and delivers to specified personnel paying close attention to matters of privacy and urgency; manages client files; and retrieves material in accordance with specified directions;
9. Assists with large mailing projects to customers and/or stakeholders;
10. Reserves rooms and makes all related logistical preparations for meetings;
11. Assists in the collection of fees and other monies for BHA;
12. Monitors supply of forms and other basic materials, reorders and restocks as appropriate; and
13. Performs other job-related duties as assigned, that may include: maintaining the list of available units for Section 8 families and ensuring timely posting on the website and doors of BHA; making reminder calls to families with next-day scheduled inspections in an attempt to reduce the no-show rate; processing new families from the waitlists and reviewing applicant files for completeness; running EIV reports; scanning and storing important files; ensuring that all packets, forms and documents in the front area are replenished when stock is getting low.

### **Knowledge and Abilities:**

Note: The level and scope of the knowledge and skills listed below are related to job duties as defined under Class Characteristics.

Knowledge of:

1. Office practices and procedures, including filing, and the operation of standard office equipment;
2. Correct English usage, including spelling, grammar and punctuation;
3. Business letter writing and the standard format for typed materials;
4. Policies and procedures related to the department to which assigned; and
5. Basic arithmetic and the use of arithmetic formulae.

Skill in:

1. Performing detailed operations support tasks accurately;
2. Maintaining accurate physical and electronic records and files;
3. Communicating effectively and tactfully, both verbally and in writing;
4. Operating standard office equipment, personal computers, software, and telephone equipment;
5. Establishing and maintaining productive working relationships with those contacted in the course of the work;
6. Understanding and carrying out oral and written directions;
7. Conducting simple system inquiries using an automated financial system data base and documenting results;
8. Keyboarding accurately at a rate of 35 net words per minute from printed copy.

#### **MINIMUM QUALIFICATIONS**

A TYPICAL WAY OF GAINING THE KNOWLEDGE AND SKILLS OUTLINED ABOVE  
IS: Equivalent to graduation from high school and a minimum of one (1) year of general clerical experience.