



We Make Home Happen.

Job Description

Job Title: Asset Assistant
Report to: Portfolio Operations Director
FLSA Status: Non-Exempt/Hourly
Salary: \$20-\$22/hr

Position Summary

The Asset Assistant provides administrative, operational, and customer service support to the Portfolio Operations Division. This position assists Asset Managers with property operations, work order coordination, occupancy readiness activities, resident communication, recordkeeping, inspections, and administrative functions necessary to support efficient portfolio management.

The Asset Assistant serves as a liaison between residents, maintenance staff, and Asset Managers while helping ensure timely communication, accurate documentation, and effective coordination of property operations.

This position supports the Authority's public housing, RAD, PBV, and blended occupancy portfolio by assisting with day-to-day operational activities and maintaining accurate property records.

Essential Duties & Responsibilities

Property Operations Support

- Assist Asset Managers with daily property operations activities.
- Maintain property files, records, and operational documentation.
- Assist with monitoring occupancy, vacancy, and turnover information.
- Support preparation of reports related to property operations and portfolio performance.

Work Order Coordination

- Receive, track, and document resident maintenance requests.
- Assist in coordinating communication between residents, Asset Managers, and Maintenance staff.
- Monitor work order status and follow-up activities.
- Maintain accurate work order records and documentation.

Occupancy & Unit Readiness Support

- Assist with unit turnover tracking and occupancy readiness activities.
- Coordinate move-in and move-out documentation as assigned.
- Support unit inspections and property inspections.
- Assist with vacancy preparation and leasing coordination efforts.

Resident Relations & Customer Service

- Respond to resident inquiries and service requests.
- Assist residents with property-related concerns.
- Support communication between residents and agency staff.
- Promote positive resident relations and customer service.

Administrative Support

- Prepare correspondence, notices, reports, and other documents.
- Maintain property records and electronic filing systems.
- Schedule meetings, inspections, and appointments as needed.
- Assist with procurement requests and operational documentation.

Inspections & Compliance Support

- Assist Asset Managers with inspections and follow-up activities.
- Document inspection findings and corrective actions.
- Maintain records related to property operations and compliance activities.

Minimum Qualifications**Education**

High School Diploma or equivalent required.

Associate's degree in Business Administration, Property Management, Public Administration, Housing Management, or related field preferred.

Experience

- Minimum one (1) year of experience in property management, housing, administrative support, customer service, office administration, or related field preferred.
- Experience working in affordable housing, public housing, or multifamily housing environments preferred.

Knowledge, Skills & Abilities

- Strong customer service and communication skills.
- Ability to maintain accurate records and documentation.
- Strong organizational and time management skills.
- Ability to manage multiple priorities and deadlines.
- Proficiency with office software and database systems.
- Ability to work effectively with residents, staff, and contractors.
- Attention to detail and commitment to service excellence.

Performance Expectations

Successful performance includes:

- Accurate recordkeeping and documentation.
- Effective coordination of property operations activities.
- Timely response to resident inquiries and work order requests.
- Support of occupancy and vacancy reduction goals.
- Positive customer service and resident relations.

Core Values Alignment

- Servitude
- Growth
- Compassion
- Excellence

Mission Alignment

Commitment to supporting quality affordable housing operations and enhancing resident satisfaction through effective property management support.

Benefits

The authority currently offers the following insurance benefit plans to all full-time employees:

- Health Insurance

- Dental Insurance
- Vision Insurance
- Life Insurance
- Short Term Disability
- Pension Contribution of 13.5%

Paid Time Off

- Paid Vacation Leave
- Paid Sick Leave
- Paid Holidays

The employee performs routine duties following established HUD and Housing Authority guidelines. Routinely, the employee may make decisions concerning residents or maintenance problems using personal judgment based on prior experience. Situations not covered by guidelines are referred to the supervisor or handled independently, depending on the circumstances.

The above statements reflect the general details necessary to describe the essential functions of the position and may not be construed as a detailed description of all the work requirements that may be required during your employment. Your signature below constitutes your acceptance and understanding of the essential functions and requirements of this position.

Signature

Date