



**NEIGHBORS OF
WATERTOWN, INC.**

**A Neighborhood Preservation Company
Serving Watertown Since 1969**

Job Opening: Administrative Assistant

Classification: Full-Time, Non-Exempt

Reports to: Director of Compliance & Operations

Neighbors of Watertown will revitalize communities through development and partnering with others. We will ensure that our communities have quality affordable housing. Neighbors will advocate for and empower members of our communities on housing opportunities and programs.

Summary/Objective

Neighbors of Watertown, Inc. (NOWI) provides a variety of quality affordable housing opportunities as well as grant programs to the residents of the City of Watertown and Jefferson County. This includes residential rental units in buildings that have Low Income Housing Tax Credits, HUD, Section 8 Housing Choice Vouchers as well as other housing grant programs. This position is responsible for performing a variety of clerical and administrative tasks.

Job Duties & Responsibilities

- Ability to interact with a wide range of people
- Review client applications for eligibility
- Data input from applications
- Reviews and verifies income documentation, landlord references, application verifications, and other applicant documents
- Receives inbound customer service calls/complaints in an attempt to resolve the conflict and/or route the issue to the appropriate supervisor for resolution. Communicate with Site Managers and Maintenance to ensure issues are handled
- Prepare letters and make phone calls to residents, employees, and external individuals as needed
- Responds to and resolves administrative inquiries and questions
- Receive clients
- Maintains resident and office files
- Scan, fax, email information and documents as needed
- Handles collection of rents and other collections
- Provide administrative support to the office
- Managing social media accounts (Facebook / Instagram)
- Closing office at end of business day
- Perform additional duties as assigned



The Housing & Redevelopment Store

112 Franklin Street, Watertown, NY 13601





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Position Requirements

Education: High School Diploma or GED

Related Experience: Proven experience as an administrative assistant or other relevant administrative support experience. Affordable Housing program experience is preferred.

Special Competencies: Good written and oral communication skills. Confident with Microsoft Office & Boston Post property Manager software (preferred). Applicant needs to be well organized, flexible, ability to manage large workload and perform in a fast-paced environment.

Work Environment/Conditions

Neighbors of Watertown, Inc. main office, Monday-Friday, 9:30am-6:00pm. This job operates in a professional office environment

Neighbors of Watertown, Inc. is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to sex, gender identity, sexual orientation, race, color, religion, national origin, disability, Veteran status, age, or any other protected characteristic.



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