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## **Admissions Specialist**

### Summary of Position Responsibilities:

Coordinates and provides critical administrative support for the Tenant Selection Department. This department requires the Admissions Specialist to have a pleasant demeanor, strong organizational skills, attention to detail, and good computer and basic math skills. Confidentiality a must. Bilingual (English or Spanish) speakers are preferred.

### Description of Supervision/Supervisory Responsibilities:

The Admissions Specialist is approved by the Executive Director and works under the general supervision and direction of the Tenant Selector.

### Essential Functions of Job:

Provide responsible clerical and administrative assistance to Admissions Director and as assigned. Depending upon assignment perform one or more of the following:

- Perform complex clerical work for Admissions Director
- Review and compile information required by regulations for applicants
- Perform receptionist duties to cover as needed
- Perform data entry; compose confidential correspondence, lists, records, notices, and reports
- Maintain files and records of Taunton Housing applications

### Minimum Competencies:

- Excellent communication skills, both oral and written
- Ability to deal tactfully, courteously, and professionally with all persons, even in stressful situations, essential
- Ability to maintain confidentiality and to exercise sound judgment and discretion
- Ability to work in high pressure situations, as necessary
- Highly organized, detail oriented, takes initiative and able to work independently
- Ability to handle multiple tasks, prioritize effectively, meet deadlines, and deliver high quality work
- Reliability and professional personal presentation essential

- Project management experience desirable
- Operates standard office equipment, including a computer
- Proficiency in typing, basic word processing, spreadsheet, and database software (such as MS Word and Excel).
- Specialized software related to functional area PHA Web.

Education and Experience/Other Requirements:

- High School diploma or G.E.D. required; college degree preferred in relevant field (i.e., Public Administration, Property Management, Business) preferred
- 5 years progressively responsible experience in relevant position (i.e., property management, housing administrative assistant, office manager, or similar experience), and knowledge of general office procedures (e.g., correspondence, data collection, e-filing) desirable; previous experience in municipal government preferred

Physical Requirements/Work Location:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Admissions Specialist Position:

This is an office-based job in a dynamic municipal office. While performing the duties of the Admissions Specialist, the employee is required to: interact and communicate frequently with the residents of THA, other LHA's under management agreement, other team members and/or third parties transacting business with the Authority; operate standard office equipment including computers and keyboards, at efficient speed; and move throughout the municipal office. The employee must occasionally lift and/or move up to 10 pounds. The employee may be required to work beyond normal business hours approximately including evenings.

*The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and/or requirements of the job change.*

Date adopted/revised: 09/09/2022