

THE PITTSBURGH PROJECT
Homeowner Services Administrative Assistant – Position Description – 2017

VISION

That Pittsburgh will be called a City of Truth, where once again men and women of ripe old age will sit in the streets each with cane in hand because of age, and where the city streets will be filled with boys and girls playing there. (From Zechariah 8:4-5)

PURPOSE

We develop servant leaders and uphold the dignity of vulnerable homeowners.

RELATIONSHIPS

Work for the unity of the vision, staff, strategy, and programs. Maintain ongoing, intentional, respectful, and clear communication with Directors, Program Staff, Support Staff, and Constituency.

QUALIFICATIONS

1. Personal

- A commitment to following Christ in all dimensions of his/her private and public life
- A commitment to affirming the vision and purpose of The Pittsburgh Project (TPP)
- A commitment to providing excellent, welcoming, and caring service to all homeowners and Service Camp inquirers and participants
- A commitment to serving on a team, along with nurturing his/her direct reports to reach their personal and professional potential

2. Professional

- Bachelor's degree in communications, business, writing, or a related field
- Some experience in a social service agency, church, or non-profit organization
- Strong verbal and written communication skills, administrative skills, professional presence, teamwork skills, and ability to juggle several tasks at once
- Proficiency in Microsoft Word, Excel, Access, Powerpoint, and Outlook, as well as Google Drive
- A hospitable, welcoming spirit

RESPONSIBILITIES

1. Homeowners

- Receive, initiate, and respond to all homeowner communication
- Maintain homeowner database
- Process and track homeowner inquiries and applications for service
- Determine if applications fit TPP's criteria, and alert if they do not fit criteria
- With direction from Director, respond to homeowner inquiries with plan of action
- Maintain and update all applications, letters, brochures, and correspondence used to notify homeowners or advertise for the program

2. Social Services

- Serve as liaison to other social service providers that serve vulnerable homeowners
- Maintain a current database of service providers that might be needed by our homeowners

3. Financial Accountability & Clearances

- Assist Director of Homeowner Services with tracking and reporting expenditures: keeping receipts, monitoring gas reimbursements and usage, monitoring Home Depot cards, completing MPR, giving/receiving communication from TPP Senior Accountant
- Provide administrative support for gathering all Homeowner Services staff paperwork and clearances

4. Contracts & Statistics

Allegheny County's Area Agency on Aging (Assist Homeowner Services Coordinator)

- Manage AAA contract for home repair services
- Maintain needed records and complete monthly billing

Sustainable Home Improvement Partnership (SHIP) (Assist Director of Homeowner Services)

- Help serve as a TPP representative to all SHIP related details: attending meetings, keeping records, tracking expenditures, calculating volunteer hours, completing reports, and communicating with other agencies

In General

- Assist with grants for Veterans, United Way, and Rebuilding Together Pittsburgh, as well as any other grants from the Development Office
- Update Fast Facts sheet and statistics sheet each year
- Update hallway map of Homeowners Served Since 1985

5. Service Camps (Assist Homeowner Services Manager)

- Assist with any Service Camp paperwork, communication, or programming, as needed
- Help promote all types of Service Camp opportunities at churches, schools, and conferences

6. Volunteers (Assist Homeowner Services Coordinator)

- Help recruit volunteers for Homeowner Services Department, as needed
- Maintain communication, train, track hours, and offer support to homeowner care volunteers
- Maintain communication, train, track hours, and offer support to volunteer craftsmen

7. Common Staff Activities

- Participate in weekly staff meetings
- Participate in occasional staff retreats
- Participate in other staff gatherings, as directed
- Assist in other areas as needed

SCHEDULE (40 HOURS/WEEK)

MTWRF, 9:00 AM – 5:30 PM, with occasional variations

ACCOUNTABILITY

This individual will be accountable to:

- Director of Homeowner Services
- Executive Director