Position Description

POSITION TITLE: Secretary II, Property Management Office

PAY RANGE/GRADE: Commensurate with experience / Grade 4

ESSENTIAL FUNCTIONS: The Secretary II position in the Property Management office is responsible for overseeing the smooth operation of the Property Management office including the front desk/reception area. Responsibilities include performing clerical work for the office, answering phones, interacting with residents and directing them as appropriate as well as assuring that monies are accounted for as related to duties outlined below. In all instances the Secretary II must perform in accordance with and be committed to the Bickerdike mission.

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 persons with disabilities. While performing the duties of this job, the employee is regularly required to talk, hear, sit, use hands, reach with hands and arms, stand, walk, lift and or move up to 10 pounds.

RESPONSIBILITIES:

1. Ensure the general functioning of office operations, including but not limited to receiving and directing callers or visitors in a professional and courteous manner, handling mail, messenger, and correspondence/typing as requested, maintaining electronic and paper record keeping and filing systems including tenant files.
2. Monitor and coordinate all matters related to office supplies including but not limited to: office supply organization, ordering, inventory control, and distribution.
3. Coordinate and carry out routine and non-routine report and correspondence related duties as directed by the Property Managers including but not limited to cycle painting, extermination, inspection notices and other as appropriate.
4. Maintain all electronic forms (leases, form letters, etc.) in central locations (company file, scanner/copier) as well as regulatory and policy notices (income guidelines, rent schedules, etc.) and ensure all forms and notices are kept up to date.
5. Coordinate, carry out and ensure physical office and work space accommodations including but not limited to: general office set up, new employee office set up, space planning needs, interview room set up and accommodations, etc., in coordination with the Property Management Director.
6. Plan and carry out logistics and related duties for meetings, and special projects and initiatives including but not limited to: preparing correspondence, location and site preparation.
7. Coordinate and process all aspects of laundry vending systems (card machines, etc.) and tenant parking stickers in accordance with organizational protocol and policies (record keeping, issuing to new tenants, issuing of revised stickers, interface with organizing staff and Residents Council policies, etc.)
8. Operate and facilitate the maintenance and upkeep of all office equipment (fax, copiers, postage, etc.) in coordination with the Technology Manager as appropriate.
9. Perform daily data entry on the computer including, but not limited to: entering initial and completed work orders as well as printing work orders.
10. Perform other relevant tasks as assigned.
REPORTING RELATIONS: Under the direct supervision of the Property Management Director.

QUALIFICATIONS: Minimum of 2 years related work experience. High school diploma or equivalent required. Excellent customer service skills. Strong communication, writing and typing ability. Computer knowledge necessary. Bilingual (English/Spanish) a plus. Must be willing to work flexible hours. West Town, Humboldt Park, or Logan Square residents preferred.

POSITION CLASSIFICATION: Non-Exempt

Bickerdike is an Equal Opportunity Employer
Drug Free Workplace

5/2017