

**ASSISTANT MANAGER**

**DISTINGUISHING FEATURES OF THE CLASS:** This is important administrative work involving the responsibility for assisting Managers in the business management, daily operation and maintenance of a housing development. The work is performed under the general direction of a Manager. Supervision is exercised over the work of all subordinate employees. The Assistant Manager performs related work as required.

**TYPICAL WORK ACTIVITIES:**

Assists and orientates incoming residents. Shows dwelling units and explains conditions of occupancy;  
Assists in rent collections and deposits;  
Assists in maintaining accurate rental account balances;  
Discusses financial problems with residents;  
Assists in Annual Re-Examinations;  
Assists in preparing late notices and collection of delinquent rents;  
Assists the site managers in annual apartment inspections;  
Works with residents to develop a plan to address barriers to self-sufficiency;  
Provides referral information to address issues;  
Assists with resident programming and events plans, coordinators and attends and provides written documentation of programs conducted for the benefit of residents;  
Prepares correspondence to residents, community groups and others as directed;  
Assists with preparing and maintaining complete resident files and general office files;  
Prepares reports as required;  
Maintains records of contacts with residents, families, service providers and others as directed;  
Answers telephone and furnishes information;  
Operates typewriter, computer, data entry equipment, calculator and other office machine equipment;  
Assists in the performance of the Manager's duties on his/her days off;  
Other duties as requested by supervisor.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

Working knowledge of office terminology, procedures and equipment; working knowledge of computer data entry; working knowledge of business English; ability to make arithmetic calculations accurately; ability to maintain courteous communications with residents, applicants and representatives of other companies; ability to understand and follow oral and written instructions; ability to type and perform computer data entry; ability to write legibly; clerical aptitude; ability to project a professional image and attitude in keeping with the objectives of the Authority; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS: EITHER**

(A) Graduation from a regionally accredited or New York State registered college or university with an Associates degree;

OR

(B) Graduation from high school or possession of a high school equivalency diploma and two (2) years of experience in property management activities or working with the public to educate, counsel or provide aid;

OR

(C) A satisfactory equivalent combination of education and experience as specified in A or B.