



HomeOwnershipCenter

INVEST. RENEW. GROW.

JOB DESCRIPTION
UTICA NEIGHBORHOOD HOUSING SERVICE, INC.
Office Supervisor

MISSION

The mission of the HomeOwnershipCenter is the revitalization and growth of neighborhoods.

JOB SUMMARY

The office supervisor will oversee staff performance to provide guidance and support for developmental needs. This position serves as a link between team members and senior management. The ideal candidate will have the ability to problem-solve, manage workflows and be approachable. Office supervisor reports to the COO.

SUMMARY OF ESSENTIAL JOB FUNCTIONS

- Supervise and coordinate the daily activities of the office
- Assist team members to schedule and prioritize office activities to meet operation requirements
- Determine, plan and direct workflow
- Analyze workflow issues and implement workable solutions
- Perform functions such as data management, creating reports and drafting correspondence
- Develop effective working relationships with team through individual and group meetings/ check in's
- Act as liaison between departments
- Prepare monthly reports and other information, as required
- Responsible for excellent customer service and maintaining customer confidentiality
- Assist with customer data/report cleanup
- Participate in weekly staff meetings
- Any other duties as assigned by COO or CEO

SKILLS/ABILITY TO

- Demonstrate planning and organizational skills, including the ability to anticipate tasks, set priorities, meet deadlines, and function smoothly under deadlines and shifting priorities
- Professional demeanor with excellent interpersonal skills
- Working knowledge of computers and their applications, must be proficient in Microsoft Office Suite including Excel, Word, and Outlook and Google Suite
- Effective communication skills with the ability to actively listen
- Ability to communicate and work in cooperation with all in house staff, agency partners and diverse multi-cultural populations via various methods, by phone, email and face to face
- Critical thinking & strong problem-solving skills
- Strong leadership skills with the ability to motivate and encourage your team.
- Strong written and oral communication skills
- Work without direct supervision, with exceptional time management and organizational skills

QUALIFICATIONS

Minimum of Highschool diploma with leadership experience; Certificate or associates in management or relevant discipline.

TRAINING/CERTIFICATION EXPECTATIONS:

Paid training will be provided

Certifications may be required; to be determined based on industry knowledge

SCHEDULE

This is a full-time position, 38 hours per week Monday through Thursday, however the candidate must be available to work flexible hours (occasional evenings and Saturdays) to accommodate the needs of customers/contractors. The candidate may be required to travel nationally to attend paid trainings and obtain/maintain certifications

IS AN EQUAL OPPORTUNITY EMPLOYER THAT DOES NOT DISCRIMINATE ON THE BASIS OF AGE, GENDER, RACE, NATIONAL ORIGIN, PHYSICAL DISABILITY, GENETIC INFORMATION, RELIGION OR SEXUAL ORIENTATION