

JOB DESCRIPTION
UTICA NEIGHBORHOOD HOUSING SERVICE, INC.
ADMINISTRATIVE ASSISTANT

Salary + Benefits + Perks:

- 4-day work week with 3-day weekends- **FRIDAYS OFF**
- Starting salary range: \$35,000-\$38,000
- Paid training
- Exceptional health insurance
- Excellent Vacation time, personal time, and sick leave
- Generous retirement plan with a pension

Schedule:

Full-time (38 hours per week) Monday through Thursday.

About Us:

Utica Neighborhood Housing Service, Inc. is a nonprofit organization established in 1979, serving Oneida, Herkimer, Madison, Otsego, Fulton, and Montgomery Counties. Our mission is the revitalization and growth of neighborhoods.

About the Role:

As our **Administrative Assistant**, you'll be the first point of contact for customers and guests. You'll play a key role in ensuring smooth daily operations, from greeting visitors to managing schedules and handling office tasks.

Key Responsibilities:

- Welcome and direct customers to the appropriate team member
- Answer and route phone calls and emails professionally
- Assist customers with service and grant inquiries
- Manage schedules, appointments, and meeting calendars
- Handle administrative tasks, including filing, reporting, and processing payments
- Maintain databases and waitlists
- Provide support for customers creating online profiles
- Sort, date, and distribute mail
- Prepare and send follow-up letters and customer communications
- Keep the office organized and presentable
- Work closely with the Home Advisor and other team members
- Attend training and development seminars as needed

What We're Looking For:

- Outstanding customer service and problem-solving skills
- Strong attention to detail and organizational skills
- Excellent written and verbal communication skills
- Ability to multitask and remain calm in stressful situations
- Proficiency in Microsoft Word, Excel, Outlook, Google Calendar, and Google Docs
- Experience with Salesforce CRM (a plus!)
- Ability to work independently and prioritize tasks
- Professional demeanor and ability to work with diverse populations
- Familiarity with office equipment (printers, copiers, fax, etc.)

Qualifications:

- Associate's Degree in Business Administration or Secretarial Science **or**
- Two years of office administration experience **or**
- A combination of education and relevant experience **or**
- **A motivated candidate with a high school diploma who is eager to learn and grow—if you're the right fit, we're willing to train!**

If you're looking for a meaningful role where you can make a difference while growing your skills, we'd love to hear from you!

Deadline for submitting cover letter and resume is Friday, March 14th

Equal Opportunity Employer: Utica Neighborhood Housing Service, Inc. 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.