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Homes. People. Partnerships. Good. [www.homesforgood.org](http://www.homesforgood.org)

*Homes for Good cares deeply about the health and safety of our residents, employees and job applicants. As a precautionary measure in response to the current COVID-19 outbreak, Homes for Good will use electronic communication tools such as teleconferencing or video conferencing during our hiring process in lieu of traditional in-person interviews to maximize social distancing.*

**Homes for Good Housing Agency  
announces recruitment for a knowledgeable and dependable  
Bilingual Office Assistant to join our team!**

**Bilingual Office Assistant  
Posting # 08.04.2020  
Salary - \$2,893.31 - \$3,692.68 per month**

**GENERAL DESCRIPTION:** Homes for Good Housing Agency is a high performing public housing authority located in Eugene Oregon, servicing all of Lane County (4,600 sq. miles). The Agency's primary work is to help low-income residents with the logistics of affordable housing.

Homes for Good has been and will continue to implement a workplace culture change that includes increased emphasis on customer service, quality control, and compliance. Homes for Good is passionate about providing employees opportunities to maximize career growth while experiencing the personal satisfaction of working for a non-profit agency.

At Homes for Good, employees are supported and empowered by a collaborative culture that shapes how we work together with the common goal of providing essential housing services throughout Lane County.

Homes for Good is an equal opportunity employer, committed to Diversity, Equity & Inclusion throughout our organization and within our hiring and promotional practices. We endeavor to hire a workforce that is representative of the communities we serve, with an understanding that a diverse and inclusive staff will strengthen our Agency. All applicants will receive consideration for employment without regard to race, color, religion, age, sex, sexual orientation, gender identity or national origin.

**POSITION SUMMARY:**

This opportunity is a full time Spanish/English Bilingual permanent position. In addition to the base salary, the selected incumbent will receive a 5.7% language pay differential. Successfully passing an oral and written fluency examination will be required.

The Office Assistant's primary responsibilities are to provide professional administrative support for all Agency divisions while providing quality customer service to program participants, applicants, community partners and the general public. Typical duties include but are not limited to the following:

**DUTIES:** *These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

- Perform a wide variety of general office and complex clerical duties in support of other agency staff and programs; including typing, filing, record keeping, public and multi-line reception, data entry, provide support in organizing, composing, proofreading material for letters, memos, minutes, reports,

forms and other documents. Compose original letters and memos. Perform routine calculations, compile information as needed

- Act as an Agency receptionist, by assisting the public in person and by telephone; answer all incoming telephone calls, answer routine questions regarding Agency programs, policies, and procedures, mail information to interested people regarding Agency programs, refer calls and visitors to appropriate program or staff or take messages for Agency staff
- Assist in resolving client public concerns and complaints
- Interpret and assist Spanish speaking customers; interpret documents for Agency departments and staff
- Interpret Agency policies, rules, and regulations in response to routine inquiries and complaints
- Create and maintain accurate filing and record keeping systems, including; retrieval, editing and entering of computer records, index and cross-index files and records, conduct file and record searches
- Schedule appointments and meetings with the assigned staff
- Maintain and order necessary supplies; maintain accurate records of purchases and depletions of supply stocks; prepare purchase orders as directed
- May oversee and train new or temporary clerical personnel in Agency policies and procedures
- Coordinate work schedule with other office staff
- Sort and distribute incoming mail, process outgoing Agency mail
- Perform related duties and responsibilities as required

**IDEAL QUALIFICATIONS:** Knowledge and experience in the following areas would support applicant in being successful in this position:

- Experience working with Low Income Housing
- Experience at front desk reception
- Bilingual fluency in English and Spanish

**ABILITY TO:**

- Multi-task working in a fast-paced environment
- Communicate in both English and Spanish; both oral and written fluency is required.
- Interact professionally with the public/clients
- Track, file and process appropriate materials with a high degree of accuracy
- Work independently, and effectively cooperate and coordinate with team members and other agency staff
- Type a minimum of 45 wpm accurately
- Occasionally travel between Eugene and Springfield offices
- Pass a background check and/or criminal history check
- Communicate effectively, both verbally and in writing, with employees, Agency partners, clients, and the general public
- Establish and maintain effective working relationships with those contacted in the course of work
- Learn, interpret, follow, and apply federal, state, local, and Agency laws, regulations, policies and procedures related to Agency operations and assigned areas of responsibility
- Support Agency goals and values
- Perform assigned tasks correctly and timely
- Prepare and maintain accurate and complete records
- Competently operate standard office equipment and computers including Microsoft Office products and Agency's enterprise suite
- Use and learn new technology as required
- Use tact, discretion, and diplomacy in dealing with sensitive and/or elevated situations
- Perform work without direct project supervision
- Maintain regular and consistent attendance and perform work without direct supervision
- Recognize the value of individual and cultural difference and create a work environment where individual's differences are valued
- Demonstrate trustworthiness and good judgment, must be honest and respectful beyond reproach

**EDUCATION:** Equivalent to the completion of the 12<sup>th</sup> grade. Additional specialized training in office procedures and practices is highly desirable.

**EXPERIENCE:** Two (2) years of responsible clerical experience. Public contact and/or reception experience is desirable.

**SUBSTITUTION:** Any combination of experience and education on a year for year basis up to a maximum of four years of responsible front office and/or administrative experience may be substituted for the education required provided that the knowledge, skills and abilities to perform the work, has been demonstrated and ascertained.

**LICENSE OR CERTIFICATE:** Possession of, or ability to obtain, a valid State of Oregon vehicle driver's license, and be insurable at standard rates.

**COMPENSATION:** The pay range for this position \$2,893.31 - \$3,692.68/month with a generous benefits package which includes; paid time off (PTO) starting at 17.33 hrs. per month, paid health, dental and vision insurance for you and your family after one month of employment, along with life insurance and a 12% contribution of your monthly salary into a retirement account after 6 months of employment.

**APPLICATION PROCEDURE:**

[Click here](#) to complete an online application.

Applications will be reviewed for relevant experience, education, and training. Applications must be detailed and complete for proper evaluation. The best-qualified applicants may be required to complete further testing, which may consist of any combination of written, oral, performance examinations and/or a pre-employment personality assessment. Responses to supplemental questions are required if applicable.

This position is covered by Union Representation, AFSCME Local 3267.

**Note:** This is an equal opportunity employer and complies with State and Federal laws and regulations relating to the 1973 Rehabilitation Act, Section 504, and the 1990 Americans with Disabilities Act (ADA) and the 2009 Americans with Disabilities Act Amendment (ADAA). Homes for Good does not discriminate on the basis of disability status in the admission or access to its federally assisted programs or activities. Entrance Requirements: Homes for Good shall establish or revise the entrance requirements of this position in order to provide a reasonable accommodation for a disability if doing so does not impose an undue hardship on the operation of the program. A reasonable accommodation may include, depending on the nature of the job duties, waiving the requirements for a physical examination and/or the requirement to possess or obtain a driver's license. It shall be the policy of Homes for Good to assist and encourage the employment of persons with disabilities who are able and qualified to perform the work for which they have made application.

**POSTING DATE: Tuesday August 4, 2020**  
**CLOSING DATE: Monday August 17, 2020 at 5:00pm**

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time, without notice.