



100 West 13th Avenue, Eugene, OR 97401 • PH 541-682-3755 • FAX 541-682-3411

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**Homes for Good is searching for a bilingual Office Assistant to join our team!**

**Office Assistant**  
**Posting # 05.08.2023**  
**Salary - \$41,491.77 - \$55,602.98 per year (\$19.95 - \$26.73 per hour)**

## **WHO WE ARE**

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 Lane County residents access and maintain affordable housing.

Homes for Good has been and will continue to implement a workplace culture change that includes increased emphasis on racial justice, 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 mission driven organization.

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.

## **OUR RENT ASSISTANCE DIVISION TEAM**

Our Rent Assistance Division is responsible for the intake and administration of various types of rental assistance offered by Homes for Good, serving over 3,000 low-income Lane County residents. The division is comprised of a team of Housing Specialists, Inspectors, Office Assistants, a Landlord & Community Relations Specialist, Data Analyst, Program Supervisors and Division Director. We believe that safe and affordable housing should be accessible to all, and that we should strive to be an excellent partner in the process of serving our clients.

## **WHAT YOU WILL DO FOR OUR TEAM**

As a key role in our administrative office, the Office Assistant's primary responsibilities are to provide professional and administrative support for all Agency divisions while providing quality customer service to program participants, applicants, community partners, and the general public. You will act as the Lobby ambassador, greeting customers in a professional and welcoming manner and assisting them with their question or directing them to the appropriate party.

## **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 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 assigned.

### **COVID-19 RELATED CONTEXT**

In response to the COVID-19 pandemic and physical distancing restrictions in Lane County, many of our staff are currently working remotely. This position is not eligible for remote work as duties are performed on-site at the Administrative Office located at 100 W 13<sup>th</sup> Ave, Eugene, OR 97401.

We have implemented policies and procedures designed to protect our team members from COVID-19 exposure. Employees are provided and trained on the contents of our COVID-19 Infection Control Plan. If you are interested in this position and would like to review our COVID-19 Infection Control Plan, feel free to review the plan linked below.

[Homes for Good COVID-19 Infection Control Plan](#)

### **WHAT WE ARE LOOKING FOR**

Studies have shown that women and people of color are less likely to apply for jobs if they don't meet every one of the qualifications listed. We are interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you meet key qualifications for the job, and believe you would be the best fit, we would encourage you to apply.

Please use your cover letter to explain how you will accomplish parts of the job for which you have less experience. If you are unsure whether you meet the qualifications of this position, please feel free to contact us at [hr@homesforgood.org](mailto:hr@homesforgood.org).

### **EXPERIENCE & TRAINING GUIDELINES:**

Any combination of experience and training that would provide the knowledge, skills and abilities to perform the job is sufficient. Typical combinations of training and experience would be:

#### **EXPERIENCE:**

The successful candidate will likely have 2 years experience Administrative, Clerical or Customer Service experience; such as front desk reception where you were required to answer multi-line phones and coordinate incoming customer traffic. Experience working with Public Housing Authorities, Nonprofits or Social Services preferred.

#### **TRAINING:**

The successful candidate will likely have a high school diploma or equivalent. Additional specialized training in office procedures is great, but not required.

## **PROFESSIONAL COMPETENCIES**

- Track, file and process appropriate materials with a high degree of accuracy.
- 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.
- 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.

## **PREFERRED QUALIFICATIONS**

- Multi-task working in a fast-paced environment.
- Interact professionally with the public/clients.
- 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.
- Support Agency goals and values.
- Perform assigned tasks correctly and timely.
- 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.

## **SUBSTITUTION:**

Any combination of experience and education on a year for year basis up to a maximum of four years of responsible accounting 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.

## **LICENSE OR CERTIFICATE:**

Possession of, or ability to obtain, a valid State of Oregon vehicle driver's license, and be insurable at standard rates is great, but not required for this role.

## **WHAT'S IN IT FOR YOU?**

**COMPENSATION:** The pay range for this position is **\$41,491.77 - \$55,602.98 per year (\$19.95 - \$26.73 per hour)** with a generous benefits package which includes 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.

Homes for Good offers a family friendly environment with flexible scheduling options, generous paid time off (PTO) program starting at 17.33 hours per month and paid family leave.

## **BILINGUAL DIFFERENTIAL:**

This position is eligible for a bilingual differential of 5.7% if the candidate is fluent in professional English and Spanish, upon passing a written and oral proficiency exam. The rates of pay have been adjusted to reflect this differential.

**WE'RE THRILLED THAT YOU ARE CONSIDERING APPLYING FOR THIS POSITION!**

**PLEASE READ THE DETAILS BELOW FOR INSTRUCTIONS ON HOW TO APPLY FOR THE ROLE**

**APPLICATION PROCEDURE:**

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

Applications will be reviewed for relevant experience, education, and training.

All applicants will be required to take a pre-employment assessment upon submission of application materials. A link to the pre-employment assessment will be included in a confirmation email. Applicants who fail to take the pre-employment assessment will not be considered for further consideration.

\*\*\*The pre-employment assessment is an important step in our hiring process. If you do not receive an email confirmation with a link to the assessment after you submit your application, please check your junk mailbox. If you are unable to locate the confirmation email and assessment link, please email us at [hr@homesforgood.org](mailto:hr@homesforgood.org) and we will send you the assessment link\*\*\*

The best-qualified applicants may be invited to complete further testing, which may consist of any combination of written, oral, performance exercises and/or skills testing. Responses to supplemental questions are required if applicable.

**POSTING DATE: Monday, May 8, 2023**  
**CLOSING DATE: Monday, May 22, 2023 at 6:00pm.**

This position is represented by 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 will 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. 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. Homes for Good has the exclusive right to alter this position specification at any time, without notice. This position specification is not an employment agreement or contract. Homes for Good has the exclusive right to alter this position specification at any time, without notice.