

HomeSight

POSITION TITLE: Office Assistant

FSLA STATUS: Non-Exempt

DEPARTMENT/UNIT: HomeBuyer Services

POSITION SUMMARY:

This position reports directly to the Home Buyer Services (HBS) Director, with primary responsibilities including but not limited to; managing the front desk area and greeting clients, interacting with all levels of HomeSight staff, coordinating and responding to all HomeSight inquiries and managing communications and correspondence.

Other areas include assisting HomeSight's education and counselling programs by providing administrative support and representing HomeSight in civic and community functions to further enhance its image and educate targeted communities. Some travel within target neighborhoods.

ESSENTIAL FUNCTIONS/ MAJOR RESPONSIBILITIES:

- Perform opening and closing duties.
- Greet and assist clients visiting the office to ensure that their visit leaves a positive impression.
- Provide information on all available HomeSight classes, counselling, loan services, and developments.
- Direct inbound calls to appropriate destination (refer callers to appropriate outside agencies as needed). Support caller to resolve issues or questions if HomeSight contact is unavailable or out of the office.
- Distributes incoming and prepares outgoing mail/packages.
- Responsible for the cost-effective procurement and inventory of office supplies.
- Maintain postage meter, refilling when necessary and conducting required inspections.
- Manage and schedule conference room reservations/appointments.
- Respond to HomeSight information requests by inputting into HomeSight database, distributing marketing and program materials within 24 hours of the request.
- Register clients in HomeSight database for classes ensuring class prerequisites are adhered to and enrolment fee is processed. Send out intake packets to clients enrolled in the American Dream class.
- Schedule counselling sessions for those clients who did not make appointments at the Fundamentals class in Outlook. Send out intake packet to client.
- Process credit card transactions, prepare and make bank deposits.

- E-Mail Instructor class enrolment no later than 2 days prior to actual class.
- Send out a class reminder post card or call enrolees no later than one week prior to the scheduled class.
- Send out Financial Series schedules to all active clients quarterly.
- Adhere to all required regulatory and compliance requirements.
- Perform other duties as assigned by the Home Buyer Services (HBS) Director.

SECONDARY RESPONSIBILITIES:

- Organize and maintain a labelling and shelving system for the office supplies.
- Provide backup administrative assistance in classrooms as needed per Homebuyer Services Director's request.
- Coordinate maintenance and/or repair for office machines.
- Provide language translation as needed (if applicable).

EDUCATION AND EXPERIENCE:

- High School graduate with a minimum of 5 years related administrative experience.
- Excellent analytical abilities, organizational, interpersonal, oral and written communication skills and problem solving abilities.
- Excellent telephone manners and skills (ability to handle multiple phone lines).
- Computer Skills – High proficiency using MS Word, Excel, PowerPoint, Publisher, Access, and Outlook. IT system support.
- Demonstrated goal-oriented qualities and abilities.
- Strong calendar management skills (both electronic and hard-copy).
- Ability to work in a fast-paced, often-interruptive environment.
- Ability to react to situations and events that require quick response and turnaround.
- Business calculator/mortgage calculator experience.
- Check/cash & credit card handling experience.
- All employees are required to be aware of and demonstrate a commitment to the principles of equal opportunity in the workplace.
- All employees have an obligation to comply with HomeSight's workplace health and safety policies, procedures and instructions to ensure a safe workplace.