



Position Description

Position Title:	Administrative Assistant	Department:	Agency Wide
Reports to:	Assigned Supervisor	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Revised:	August 2026

Resumes' will be accepted at hr@mha-tn.org until the position is filled.

Summary

The primary purpose of this position is to provide administrative and clerical support to the Murfreesboro Housing Authority's Housing Choice Voucher (HCV) Program, Property Management operations, and other departments as assigned. The Administrative Assistant performs a variety of customer service, recordkeeping, scheduling, and administrative functions to support the efficient operation of the Authority.

All activities must support Murfreesboro Housing Authority's ("MHA" or "Authority") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Maintains landlord files and records, obtains required documentation, and assists landlords with establishing and maintaining landlord portal accounts.
- Responds to inquiries from participants, landlords, service providers, and other authorized agencies by phone, email, and in person.
- Prepares, distributes, and maintains correspondence, notices, and other Authority-related documents for landlords and participants.
- Schedules recertification appointments, inspections, and other program activities; provides appointment reminders to clients.
- Performs HCV support functions including EIV, TANF, and child support verifications.
- Maintains accounts receivable and assists with landlord payment, ownership, address, affidavit, stop payment, and 1099 inquiries.
- Prepares recertification, briefing, and landlord packets; copies and mails program materials as needed.
- Maintains accurate files, records, and waiting list information in accordance with Authority policies.
- Retrieves information from local law enforcement agencies as required for program administration.
- Provides clerical support including data entry, filing, correspondence, and completion of forms.
- Serves as backup for front desk operations and provides administrative support to assigned departments as needed.
- Provides administrative support to the Property Manager, including maintaining property files, preparing resident correspondence, coordinating appointments, and assisting with administrative activities.



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- Protects confidential information and Authority records.
- Completes other duties as assigned.

Required Knowledge, Skills, and Abilities

- Ability to address the public and present information in a clear, concise, and convincing manner.
- Skilled in communicating with all types of people in a wide variety of situations.
- Ability to deal effectively with situations that require tact and diplomacy, yet firmness.
- Ability to establish and maintain effective and courteous working relationships with other employees, tenants, and community agencies and other entities that provide services and secure the cooperation of others.
- Skilled in operating computer equipment, applicable software packages, and general office machines.
- Ability to deal effectively with sensitive and confidential information.
- Ability to prepare clear and concise narrative and statistical reports.
- Ability to communicate clearly and concisely, both orally and in writing. Ability to communicate on the level of the listener, recognizing when information has been misunderstood, and the ability to rectify any misunderstanding as needed when explaining Authority policies and procedures.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.



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Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Education and/or Experience

High School Diploma or GED.

Some positions may require possession of a valid driver's license and the ability to be insurable under the Authority's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. List reasonable accommodations needed to perform any of the above job duties: _____

This position primarily works in an office environment. The noise level in the work environment is moderate.



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On occasion, the incumbent will work on Authority properties, which may cause the employee to experience a range in temperatures and other weather conditions. The noise level may be loud and the environment may be more hazardous than a standard office environment. This position may be required to work with contractors as well as Authority residents.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]