



**CAMBRIDGE HOUSING AUTHORITY**  
**Human Resources Department**

**Position Description**

<b>POSITION TITLE:</b>	<b>SECRETARY</b>	<b>GRADE:</b>	<b>5</b>
<b>DEPARTMENT:</b>	<b>PLANNING &amp; DEVELOPMENT</b>		
<b>REPORTS TO:</b>	<b>DIRECTOR OF P&amp;D</b>		
<b>FLSA STATUS:</b>	<b>Non-Exempt</b>	<b>UNION:</b>	<b>Teamsters # 122</b>
<b>DATE APPROVED BY DEPARTMENT DIRECTOR:</b>	<b>4-21-2014</b>		
<b>DATE APPROVED BY HUMAN RESOURCES DEPARTMENT :</b>	<b>4-21-2014</b>		

**SUMMARY**

The primary purpose of this position is to perform moderately complex clerical work, involving a variety of clerical tasks such as: typing correspondence and reports, executing minor bookkeeping responsibilities, maintaining financial records and answering telephones.

Duties are performed under the general supervision of a department head, Housing Manager, or other appropriate supervisory personnel.

All activities must support the Cambridge Housing Authority’s (“CHA” or “Authority”) strategic goals and objectives and produce results that accomplish the goals of the assigned department.

**QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

***Education and/or Experience***

High School Diploma and a minimum of three years of administrative/secretarial experience in an office environment. An equivalent combination of education and experience may be considered.

***Technical Skills***

To perform this job successfully, an individual should have strong computer skills (MS Word, MS Excel, MS Access, and MS Outlook). Ability to learn other computer software programs may be required by assigned tasks.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The below statements describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Performs a number of moderately complex tasks, principally of a typing and general clerical nature
- Types materials and correspondence from rough copy
- Maintains filing system, also assembles and summarizes materials from files and from other sources for use by supervisor
- Answers phones and helps to answer general inquires on matters relating to the department or housing development

- May assist superior in the keeping of records, preparation of reports, exhibits, charts and minor research projects
- Operates a variety of office machines such as typewriter, calculator, photocopier, etc.
- Performs other related duties as assigned

## **COMPETENCIES**

*To perform the job successfully, an individual should demonstrate the following competencies:*

### ***Behavioral Competencies***

*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 working 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.

*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; able to build morale and group commitments to goals and objectives; supports everyone's efforts to succeed.

### ***Job Competencies***

- Basic knowledge of general departmental practices and procedures
- Skill in typing accurately and rapidly
- Ability to understand and follow verbal and written instructions
- Ability to make moderately involved arithmetical computations
- Ability to compose correspondence and reports
- Ability to operate office machines such as: typewriter, calculator, and photocopier
- Ability to communicate effectively with others

## **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.

While performing the duties of this job, the employee is frequently required to maintain a stationary position, operate computers and other office equipment, move about the office, attend onsite and offsite meetings, and communicate. The employee must be able to accurately exchange information in person, in writing and via e-mail and telephone. The employee must occasionally transport up to 10 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.

Office environment. The noise level in the work environment is usually moderate.

**READ AND ACKNOWLEDGED:**

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Name (printed)

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