



Administrative Assistant

Job Description

Department: Administration
Reports To: Executive Director
Employment Status: Full-Time
Supervision Exercised: None

Wage Range: \$19.50–\$31.57 per hour, based on experience.

Revised September 29, 2026

Position Summary

The Administrative Assistant supports the HRA's daily office operations, customer service, Board administration, housing programs, and related records. The position serves residents, applicants, homeowners, contractors, Board members, and staff, and works across programs as assigned by the Executive Director.

Essential Duties and Responsibilities

The following describes the principal duties. Assignments may change with the needs of the HRA.

Office and Board Administration

- Greet visitors, answer and route calls and inquiries, provide general information about HRA programs, and refer program-specific questions to the appropriate staff member.
- Receive and distribute mail and electronic correspondence; accept and route payments in accordance with HRA procedures.
- Enter applications and maintain waiting-list information as assigned, following applicable program procedures and recordkeeping requirements.
- Coordinate the monthly Board agenda and meeting materials with the Executive Director; distribute packets, attend meetings, draft minutes, and maintain approved minutes and other required postings on the HRA website.
- Maintain administrative records, templates, forms, letters, and website information; assist with policy revisions at the direction of the Executive Director and program staff.
- Order and track office supplies, equipment, and furniture; coordinate service and repairs for office equipment.

- Coordinate staff telephone and mobile device needs and review related bills; assist with telephone, internet, and television service matters for HRA properties, subject to HRA purchasing and approval procedures.
- Maintain confidential administrative, applicant, resident, and program records in accordance with HRA procedures and record retention requirements.

Market Rate Housing Support

- Assist property managers with inquiries, apartment showings, applications, and move-in coordination.
- Process background screening and prepare lease packets as directed; check that required documents are complete and enter tenant information into the housing software.
- Record rent, security deposits, and other tenant account activity as assigned; help process move-outs, final account entries, balance notices, and rent increase notices.
- Assist managers with tenant correspondence, lease compliance, and documentation related to enforcement actions.
- Assist the Finance Director with annual Certificates of Rent Paid and delivery to eligible market rate tenants.

Public Housing and Housing Choice Voucher Support

- Assist program staff with verification requests, applicant and participant correspondence, records, and data entry as assigned.
- Monitor assigned HUD and other agency communications and route relevant notices and updates to staff.
- Follow applicable program procedures and fair housing, accessibility, and civil-rights requirements when assisting residents and applicants; refer accommodation requests and compliance questions to appropriate program staff.

Community Programs and Other Duties

- Provide administrative support to the Executive Director, who administers the Community Housing Improvement Program (CHIP) and related home improvement loan or grant programs. Receive applications and supporting information, assist applicants with documentation, collect contractor bids and other required materials, organize program files for the Executive Director's review, and coordinate applicant communication and project follow-up as directed.
- Assist with the annual review of property insurance information and insurance procurement materials as directed.
- Perform related duties and special projects assigned by the Executive Director.

Minimum Qualifications

An equivalent combination of education and experience sufficient to perform the position's essential duties will be considered.

- High school diploma or GED required.
- Relevant administrative, customer service, housing, accounting, or program experience is preferred.
- Successful completion of a background check, consistent with HRA policy and applicable law.

Knowledge, Skills, and Abilities

- Ability to communicate clearly and courteously in person, by phone, and in writing.
- Strong attention to detail, organization, accurate recordkeeping, and ability to manage competing tasks and deadlines.
- Sound judgment and discretion when handling confidential information.
- Ability to work independently and cooperatively with staff and people from diverse backgrounds, including in sensitive situations.
- Working knowledge of Microsoft 365 applications, including Word, Excel, Outlook, and shared files, or the ability to learn them; ability to learn HRA housing and accounting systems.
- Ability to learn and follow HRA policies, assigned program requirements, and internal controls.

Licenses and Training

Valid driver's license and access to transportation for occasional work-related travel, as required for assigned duties.

Participate in cross-training and job-related training as assigned by the HRA to maintain proficiency in office procedures, software, confidentiality, and applicable program requirements.

Physical Requirements

Work is primarily performed in an office and involves regular use of a computer and telephone, interaction with the public, and occasional visits to HRA properties or community locations. The employee frequently sits, communicates, and uses office equipment; occasionally walks, climbs stairs, and moves materials weighing up to 25 pounds. Reasonable accommodation may be made to enable qualified individuals to perform the essential functions.

Position Description Notice

This description summarizes the position and does not create an employment agreement. The HRA may revise duties and requirements as organizational needs change.

The HRA of Austin is an Equal Employment Opportunity Employer.