



Job Description: Admin Assistant/Receptionist

Avalon Housing is a non-profit supportive housing provider created in 1992 as a long-term solution to homelessness. Avalon owns and operates apartments at sites throughout Ann Arbor, manages rent vouchers with private landlords, and partners with both the Ann Arbor and Ypsilanti Housing Commission to provide housing alternatives for formerly homeless adults and families throughout Washtenaw County.

The Administrative Assistant plays an important role in the smooth and effective running of Avalon. This position covers the front desk, greeting guests in person and via telephone, and assisting tenants by collecting rent, entering work orders, and answering general inquiries. The ideal candidate will possess a desire to serve others, enjoy playing a support role for the agency, and actively seek out opportunities to anticipate and respond to the needs of co-workers.

The Administrative Assistant should possess superior problem solving skills, and be comfortable performing a wide variety of job tasks, often balancing multiple projects simultaneously. This position is full-time, and directly reports to the Property Management Director, although tasks may often be delegated by other staff members.

Core Responsibilities include, but are not necessarily limited to:

Front Desk & Reception Duties

- Be a courteous, helpful and professional face of Avalon, greeting guests to the building, managing phone calls, and general email inquiries
- Receive, sort, and distribute mail and other deliveries
- Maintain daily/weekly calendars for conference room use
- Receive, filter, and enter work order requests from tenants
- Dispatch information to Property Management and Maintenance Staff
- Receive and process rent checks from tenants

General Administrative & Office Assistance

- Provide assistance and support to the Executive Assistant/Office Manager
- Maintain office supplies, including ordering, receiving, and storage
- Provide general clerical support, such as mail merge of letters and filing support
- Maintain clean and tidy shared office areas (reception, conference rooms, staff break room)
- Logistical support for projects, meetings etc
- Assists with the improvement of overall systems and efficiency of Avalon.

Desired Qualifications & Experience

- Minimum education level of a High School Diploma required.
- Flexibility in a highly dynamic environment, with a proven track record of successfully multi-tasking.
- Excellent attention to detail and highly effective personal organization skills.
- Ability to receive and offer feedback effectively.
- Excellent written, oral communication and interpersonal skills.
- Strong knowledge and experience with Word, Excel and PowerPoint is required. Knowledge of and

experience with design programs (such as In Design or Illustrator) and / or database systems is a plus.

- Excellent listening and information gathering skills.
- Self-motivated with ability to take initiative, as well as ability to work as part of a team. Enjoys performing a support role that enables other staff to perform at their best.
- Experience in tracking projects and deadlines, and supporting a team project.
- Sense of humor and creativity.
- Ability to understand and adhere to all Privacy and Confidentiality policies
- High level of comfort interacting with people of diverse backgrounds and abilities; experience working with people who are homeless or have a mental or physical disability is a plus.
- Customer Service and / or Administrative Assistance background and experience preferred.
- Avalon Housing is dedicated to eliminating racial inequities. Successful candidates will demonstrate the ability to work well with multicultural communities.

A valid driver's license and reliable transportation is required.

Job Title: Administrative Assistant/Receptionist

Reports to: Director of Property Management. This position and office is based in Ann Arbor, MI.

Salary: Commensurate with experience and qualifications, full benefits available

Status: Full Time, Salary Non-Exempt

To apply, please send a resume, cover letter, and references to jobs@avalonhousing.org.

Please include the job position that you are applying for in your email subject line.

Or mail to:

Attn: HR, Avalon Housing

1327 Jones Drive, Ste 102

Ann Arbor MI 48105

Avalon Housing is an equal opportunity employer and actively seeks applicants from diverse racial and ethnic backgrounds, as well as historically marginalized groups. This includes but is not limited to lesbian, gay, bisexual, queer, people who identify as transgender or non-binary, people living with disabilities or mental health conditions, and with lived experience with homelessness or recovery from a substance use disorder. Avalon also encourages those with criminal histories to apply. Avalon doesn't request information about criminal histories unless and until an offer of employment is extended. Avalon may exclude someone based on criminal history if it determines the criminal history is related to or directly conflicts with the responsibilities of the position.