



**Job Title:**

Administrative Assistant- In-house Applicants

**Location:**

Charlotte Office

**Reports To:**

Director of Multifamily Management

**Job Summary:**

Schedules appointments, gives information to callers, takes dictation, and otherwise relieves officials of clerical work, administrative and business detail by performing the following duties.

**Essential Duties and Responsibilities** include the following:

- Reads and routes incoming mail. Locates and attaches appropriate file to correspondence to be answered by employer.
- Composes and types routine correspondence.
- Organizes and maintains file system, and files correspondence and other records.
- Answers and screens manager's telephone calls, and arranges conference calls.
- Coordinates manager's schedule and makes appointments.
- Greets scheduled visitors and conducts to appropriate area or person.
- Arranges and coordinates travel schedules and reservations.
- Conducts research, and compiles and types statistical reports.
- Coordinates and arranges meetings, prepares agendas, reserves and prepares facilities, and records and transcribes minutes of meetings.
- Makes copies of correspondence or other printed materials.
- Prepares outgoing mail and correspondence, including e-mail and faxes.
- Orders and maintains supplies, and arranges for equipment maintenance.
- Arranging complex agendas, travel arrangements.
- Preparing spreadsheets.
- Drafting and finalizing routine correspondences on behalf of the Director.
- Able to handle confidential materials, correspondence, memos, reports and presentations.
- Market Surveys, Special Event Planning, Holiday Gift Project, Donations, etc.
- Performs other duties as assigned.

**Skills and Attributes**

- Must possess excellent oral and written communication skills.
- Must possess enthusiastic and positive attitude.
- Work independently with minimal supervision and be accountable for actions-Self Motivated.
- Work efficiently and effectively under stressful situations.

- Organize work, set priorities and delegate with proper follow-up.
- Collect and analyze data (Analytical).
- Proficient using Microsoft Office.
- Knowledge of Apartment Management a plus but not required.

## Competencies

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

**Analytical** - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

**Problem Solving** - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

**Oral Communication** - Participates in meetings. Possess excellent oral communication skills.

**Written Communication** - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

**Ethics** - Treats people with respect; Works with integrity and ethically.

**Organizational Support** - Follows Drucker & Falk, LLC, policies and procedures; Completes administrative tasks correctly and on time; Supports Drucker & Falk, LLC, organization's goals and values.

**Planning/Organizing** - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks.

**Professionalism** - Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

**Adaptability** - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

**Attendance/Punctuality** - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

**Dependability** - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

**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, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

Bachelor's degree (B. A.) from four year college or university; or at least three years related experience and/or training; or equivalent combination of education and experience.

**Language Skills**

Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations Ability to write reports, business correspondence, and procedure manuals. Effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**Mathematical Skills**

Possess the ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts relating to basic algebra and geometry.

**Reasoning Ability**

Solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills**

To perform this job successfully, an individual should have knowledge of Internet software; Microsoft Word and Excel software and Word Processing, and Yardi software.

**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.

**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.

**Benefits:** Competitive Benefits to include Health, Dental, Life, 401K, Employees Assistant Program, Long Term Disability, Vacation and Sick Leave.

EOE

Please send resumes with salary requirements to: [employment@druckerandfalk.com](mailto:employment@druckerandfalk.com)

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