

University Student Housing, LLC Administrative Assistant

University Student Housing, LLC, a non-profit organization that manages on-campus housing for West Chester University, is currently searching for an experienced **Administrative Assistant**. The successful candidate will have excellent customer service skills and must be outcome-oriented. The ability to work in a fast paced environment with a strong attention to detail is essential. This exciting position will serve as the first point of contact for many of our residents and guests and must project a fun, engaging and professional attitude at all times. This position will support both managers and employees through a variety of tasks related to organization and communication. The **Administrative Assistant** is often responsible for confidential and time sensitive material and must be able to effectively communicate via phone and email ensuring that all Administrative Assistant duties are completed accurately and delivered with high quality and in a timely manner.

Essential Job Functions:

- Provides general administrative support including correspondence, updating, and distributing reports, drafting memos, office notifications, and emails.
- Creates, maintains, updates, and distributes designated company schedules, forms, and directories as needed.
- Create and maintain a welcoming office environment for potential students/residents and their parents by providing refreshments, maintaining work areas and office in a clean and orderly manner, and providing excellent customer service.
- Provide general administrative support for USH offices including managing and responding to incoming phone calls on main phone number, voicemails, emails, and foot traffic in a timely manner.
- Input data and correspondence in property management system with high attention to detail and accuracy.
- Assist with leasing events including, but not limited to, those hosted by USH and campus offices.
- Maintain USH archives and annual destruction of documents.
- Maintain office and marketing supply inventories by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Assist with meeting preparation including compiling topics and distributing agendas, preparing meeting notes, and follow up.
- Maintain an understanding of and ensure compliance with Fair Housing and all other applicable laws and regulations, as well as company policies and procedures.
- Maintain positive relations with residents, parents, prospective residents, guests, and campus partners.
- Respond or assist with emergencies, including following all emergency protocols.
- Work assigned on-call duty shifts in the scheduled rotations.
- Act responsibly and professionally to promote the privacy, safety, and comfort of the residential community.
- Contribute to team effort by accomplishing related tasks and other duties as assigned or needed.

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Job Requirements/Qualifications:

- High School Diploma
- Minimum of one (1) year in a professional office environment
- Must demonstrate a strong customer service focus to foster cooperative relationships both internally and externally
- Must demonstrate poise, tact and diplomacy
- Professional experience demonstrating critical thinking
- Ability to work well with all levels of internal management and staff, as well as students, parents, and campus partners
- Effective oral and written communication skills.
- Adept at handling sensitive and confidential information.
- Strong knowledge of Microsoft Office Programs (Word, Excel, and Power Point).
- Have analytical and critical mindset for making best business and financial decisions while being able to coordinate and facilitate team communication

We are proud to offer a competitive salary of \$20/hour and is budgeted at 37.5 hours per week. This position includes a full benefit package such as paid time off, medical, dental and life insurance, and employer contribution to retirement plan. For details on available benefits, please refer to the Benefits Summary on our website www.wcufoundation.org/employment.

Please complete an application and submit a resume, letter of interest, salary requirements, and at least 3 references (including name, title, working relationship, phone number and email address) to our website at <https://ush.wufoo.com/forms/university-student-housing-employment-application/>. Review of applications will begin immediately and will continue until the position is filled.

Local applicants are strongly recommended.

University Student Housing, LLC is an Equal Opportunity Employer. Applicants for positions are considered without regard to race, creed, color, country of origin, sex, age, citizenship, disability, sexual orientation or any other protected characteristics established by law.