

# Office Secretary Job Description

## Section 1: General Information

Company Name: **A. L. Burke Inc.**

Division: **Office Personnel** Department: **Office**

Job Title: **Office Secretary**

Position Reports to: **COO**

**FLSA Status:** Non-Exempt

## Section 2: Summary

The office secretary ensures the front window is attended, accepts payments/walk-ins and fields incoming leasing and payment calls.

In addition, maintains key support and administrative roles.

## Section 3: Principal Duties and Required Skills

### Essential Responsibilities:

1. Attending the front desk to cover walk-ins and payments
2. Fielding phone calls for the secretary and rental lines and forwarding calls to the appropriate person
3. Noting messages and rental inquires
4. Schedules showings for leasing agent
5. Office paperwork, including but not limited to lease renewals, scanning into RM, and filing paperwork into tenant files
6. Adding new properties, units, tenants, setting all new accounts in Rent Manager
7. Correcting tenant accounts, adding transactions, NSF fees, securing charges
8. Gets all necessary information for tenant applications, screen and provides to manager
9. Maintains up to date tenant accounts and contact information
10. Takes payments in person and over the phone
11. Ensures NYSEG account is transfer to the tenant upon occupancy and switched back to company upon departure
12. Sends late notices to tenants monthly
13. Updates units' statuses
14. Manages Facebook advertisement and messages
15. Posts online apartment listings
16. Gets and sorts mail daily
17. Files paid bills
18. Orders office supplies and oversees inventory
19. Keeps front office stocked with materials and organized

### Non-Essential Responsibilities:

1. Greets clients and others
2. Keeps front office area neat and presentable to public
3. Performs administrative support to other personnel when absent

**Supervisory Responsibilities: NONE**

**Language Skills:**

**Basic Skills:**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations, to customers, clients, and other employees of the organization.

**Mathematical Skills:**

**Basic Skills:**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent, and to draw and interpret bar graphs.

**Reasoning Ability:**

**Basic Skills:**

Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions. Ability to deal with problems involving a few concrete variables in standardized situations.

**Computer Skills:**

Enter *specific software and/or applications* required for this position in the space provided.

- Word Processing software: Microsoft office Word
- Spreadsheet software: Microsoft office Excel
- Database software: Rental Manager, Paylease

## Section 4: Education/Experience Requirements

HS Diploma/GED

AND

1 – 2 years

### Specialized Training:

Word processing and excel spreadsheet working knowledge  
Basic office administrative training

### Certificates and Licenses:

Valid driver's license

### Equipment:

Office equipment including computers, fax machines, copy machines and phones.

## Section 5: Knowledge, Skills and Abilities

Professionalism, oral and written communications skills, organization skills and time management

## Section 6: Physical Demands/Work Environment

### Physical Demands:

Physical/Sensory Functions	Amount of Time			
	None	Occasionally	Frequently	Regularly
Stand	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Walk	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Sit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Use hands	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Reach with hands and arms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Climb or balance	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stoop, kneel, crouch or crawl	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Talk/Hear	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Taste/Smell	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lift and/or Move <i>Indicate weight in pounds.</i>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**Vision Requirements:** No Special Vision requirements**Work Environment/Exposure to Environmental Conditions:**

Description of Environmental Conditions	Amount of Time			
	None	Occasionally	Frequently	Regularly
Wet or humid conditions (non-weather)	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work near moving mechanical parts	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work in high, precarious places	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fumes or airborne particles	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Toxic or caustic chemicals	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Outdoor weather conditions	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extreme cold (non-weather)	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extreme heat (non-weather)	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk of electrical shock	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Work with explosives	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Risk of radiation	X	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vibration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**Noise Level:** Moderate noise (examples: business office with computers and printers, light traffic)**Other Physical/Work Environment Exposures: None Identified**