



# St.Nicks Alliance

*Where Opportunity Grows*

## Clerk- Residential Assistant

The Clerk-Residential Assistant under the direct supervision of the Deputy Director of Supportive Housing performs administrative services for the Supportive Housing Program Residential Department and assist with serving over 300+ households. The Residential Assistant works with the Administrative Assistant and Residential team in communication and the overall performance of the department.

### Responsibilities:

- Provide clerical support to the administrative assistant and Residential Department.
- Opening, sorting and processing of all Supportive Housing mail and faxes.
- Answer and forward incoming phone calls for the Supportive Housing department.
- Completes work order / repair request when Clients call.
- Track staff attendance for mandatory annual trainings.
- Submit IT and Facilities Management request tickets via help desk.
- Upload and submit Supportive Housing invoices through Avid software.
- Work with SHP Administrative Assistant in coordinating special events and conferences.
- Maintain office supplies, stationery, equipment, and maintenance supplies.
- Works with Residential Team in the upkeep of Efforts to Outcome (ETO) case management software system.
- Systems/Database Management: report to IT all department system/database failures/problems and ensure that work is done in a timely manner.
- Conduct calls to consumers to follow up on repairs and schedule repairs with landlords.
- Attend Residential team meetings, take minutes, type them up, distribute and keep records of minutes.
- Performs any other duties as requested by Executive Director, the Director of Housing and Deputy Director of Supportive Housing.

### Qualifications

- Associates Degree or High School Diploma with 2+ years of administrative/secretarial experience.
- Excellent oral and written communication skills, computer expertise (Word, Excel, ETO).
- Ability to work on several projects simultaneously and independently.
- Bi-lingual English/ Spanish preferred.

**Salary Range:** \$30k–\$36k

**If interested, please send resume and cover letter indicating salary requirements to:**

St. Nicks Alliance  
Resident Assist Search  
2 Kingsland Ave, Brooklyn, NY 11211  
Email: [jsosa@stnicksalliance.org](mailto:jsosa@stnicksalliance.org)

### **St. Nicks Alliance and its affiliates are Equal Opportunity Employers**

St. Nicks Alliance is a 40+ year old not-for-profit community organization focusing primarily on neighborhoods in Brooklyn. Its programs impact more than 17,000 residents annually in the areas of: Housing development and management; Tenant assistance; Workforce Development; Youth and Education; Senior Services and Healthcare.