



Trumbull Neighborhood Partnership (TNP) is a community development organization located in Warren, Ohio that seeks to engage and empower residents and stakeholders in efforts to revitalize neighborhoods of Warren and its surrounding communities through initiatives that address and improve the quality of life.

Job Title: Administrative Assistant (Full Time)

Reports to: Reporting to and works under the direction of TNP's Deputy Director

Job Overview

The Administrative Assistant serves as the main point of contact for residents and visitors, offering assistance, direction, and information by phone, email, and in-person. Responsibilities also include managing the intake process for programming clients and offering application assistance, along with pre screening potential housing clients. Maintaining records and file storage and including contractor files to ensure organizational compliance is a key aspect of the role.

Job Duties

- Greet, assist, and provide direction and information to clients, visitors, and other guests of the organization
- Fielding incoming phone calls to provide direct support for inquiries and/or connecting callers to appropriate staff
- Manage client application intakes and provide assistance
- Prescreening potential clients for housing inquiries
- Maintain files and records storage
- Manage contractor files to ensure records meet organization requirements
- Assist in completing reporting requirements
- Research, assist in developing, and implementing new and existing emergency home repair and other housing related programming
- Partner with external stakeholders to assist with program implementation.
- Assist in developing and implementing program policies as needed
- Other duties as assigned by the Deputy Director and/or Executive Director

Required

- Comfortable working with the general public via phone, walk-in, and email interactions
- Strong computer skills
- Ability to develop and maintain organizational systems
- Ability to effectively communicate the organization's mission and vision



Preferred

- Previous office administration or client service experience
- Previous experience in community engagement
- Strong familiarity with Warren neighborhoods
- Strong oral and written skills
- Bachelor's degree or related experience

Personal Qualifications

- Self-motivating and self-starting
- Strong communication skills with the public
- Ability to be flexible with time based upon professional requirements
- High level of professional ethics

Send resume and detailed cover letter with salary requirements to:
Trumbull Neighborhood Partnership
C/O Lisa Ramsey, Deputy
Director 736 Mahoning Ave. NW
Warren, Ohio 44483
lisa@tnpwarren.org