



Front Desk Administrative Assistant

Reports to: Senior Administrative Assistant

Status: Full-time, Non-Exempt

About True Ground

True Ground Housing Partners was founded in 1989 by four families motivated to address affordable housing needs in Arlington, VA. Today, we have grown into one of the region's leading nonprofit affordable housing developers. Our rental communities provide affordable housing to more than 5,000 people in the Washington, DC Metro Region for neighbors earning between 30% and 80% of the Area Median Income (AMI). True Ground exists to provide quality affordable housing and resident-centered programming to help our residents make the most of their home.

Summary Description

The Front Desk Administrative Assistant reports to the Office Operations Manager and serves as the first point of contact for visitors, staff, and vendors. This role provides primary front desk coverage and supports daily office operations, including reception services, conference room coordination, mail handling, and basic administrative support. The ideal candidate is customer-service oriented, highly organized, and able to manage multiple responsibilities in a fast-paced environment.

Key Responsibilities

Front Desk and Reception (45%)

- Provide primary coverage for the front desk and all reception duties, including greeting visitors, assisting guests, and answering and directing phone calls
- Maintain a welcoming, professional, and organized reception area and provide continuous front desk coverage during business hours
- Serve as first point of contact for general inquiries, directing callers and visitors appropriately, escalating issues as needed.
- Coordinate conference room scheduling, setup, and basic conference technology support
- Coordinate conference room scheduling
- Set up and reset conference rooms before and after meetings
- Assist with conference room technology and video conferencing
- Ensure meeting spaces are clean, organized, and fully stocked
- Prepare refreshments and materials for meetings when needed

Office Operations and Inventory Management (30%)

- Conduct daily inventory checks of office supplies, kitchen supplies, beverages, and staff snacks
- Maintain appropriate stock levels and notify management when reordering is needed
- Monitor inventory usage trends and identify shortages before they occur

- Maintain kitchen, breakroom, and coffee station supplies and ensure common areas remain stocked and presentable throughout the day
- Restock paper, toner, office supplies, coffee, snacks, beverages, and breakroom items
- Organize and maintain supply closets and storage areas
- Assist with coordinating janitorial, maintenance, and other office vendors
- Provide basic support for office systems (phones, key fobs, alarms) and coordinate with vendors as needed
- Assist in the planning and preparation for staff events, including lunches, socials and special occasions.
- Receive, sort, and distribute incoming mail
- Prepare outgoing mail and manage FEDEX deliveries, including coordination of carrier pick ups
- Scan and electronically distribute incoming correspondence
- Assist with bulk mailings

Administrative Support (25%)

- Perform general administrative and clerical duties such as monitoring True Ground's corporate email, preparing materials for meetings, photocopying, physical and electronic filing, providing logistical information to guests and staff, etc.; provide in-office admin support for remote staff members.
- Assist in preparing materials for meetings and internal communications
- Provide logistical support for meetings, small events, and office activities
- Assist in the planning and preparation for staff events, including lunches, socials and special occasions; coordinate catering deliveries and event setup
- Become a notary for the state of Virginia for in house notary needs; assist with witness and signature requests as needed
- Support the signer approval process
- Prepare, print, organize, and distribute documents requiring executive signatures
- Coordinate and support document signing days
- Track and route signed documents to the appropriate departments
- Assist with large check runs, including printing, organizing, folding, stuffing, and preparing checks for mailing
- Support administrative workflows requiring document collection and signatures
- Additional duties and special projects as assigned

Qualifications:

- Associate or bachelor's degree preferred, but not required
- Excellent customer service skills
- Ability to prioritize and complete multiple tasks in an accurate, efficient, calm and timely manner
- Positive, professional, team-oriented and mission driven attitude
- Creative problem solver
- Excellent computer skills including MS Word, Excel and Outlook
- Appreciation for the mission of the organization a must

Expected Hours of Work

This is a full-time, non-exempt position. The Front Desk Administrative Assistant will work 40

hours per week, Monday – Friday, starting no later than 8:30, with a 30-minute break for lunch. There may be times when additional work hours or a schedule adjustment are required (very occasional). This role is 100% in person.

Working Conditions/Physical Requirements

This job operates in a professional office environment. On occasion this position may work off-site at events. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets.

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.

The employee is frequently required to operate a computer and other office equipment, communicate information and ideas so others will understand, observe details at close range, and will occasionally move items weighing up to 30 pounds.

Reasonable Accommodations Statement

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

Disclaimer

This job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee. Duties, responsibilities, and activities may change, or new ones may be assigned, at any time with or without notice.

Salary and Benefits

The compensation for this position is commensurate with experience. True Ground has a competitive benefits package that includes medical, dental and vision insurance, long and short-term disability insurance, life insurance, commuter benefits, 401k and paid leave. Benefits eligibility is dependent on the number of hours worked, and part-time employees may not have access to the full list of benefits. Our corporate office in Ballston features free parking.

Equal Opportunity Employment

True Ground offers equal employment opportunities (EEO) to employees and applicants for employment and prohibits unlawful discrimination and unlawful harassment on the basis of race, color, religion, national origin, gender, age, disability, gender identity or expression, veteran status, marital status, sexual orientation or any other protected classes or categories as defined by federal, state or local laws. This policy applies to all terms and conditions of employment including, but not limited to recruitment, selection, promotion, termination, layoff, recall, transfer, leave of absence, training program participation, compensation and all other terms, conditions and privileges of employment.

True Ground is an E-Verify employer and will provide the federal government with Form I-9 information to confirm authorization to work in the US. True Ground will only use E-Verify once a job offer is accepted, following submission of the Form I-9.

