

**JOB TITLE: RECEPTIONIST/ HOUSING SERVICES ASSISTANT
ADMINISTRATIVE CLERK)
(Salary range: \$30,000-\$32,000)**

REPORTS TO: EXECUTIVE ASSISTANT/OFFICE MANAGER

DEPT. /DIVISION: HOUSING CHOICE VOUCHER

FLSA STATUS: NON-EXEMPT

POSITION SUMMARY:

Works under the direction of the Executive Assistant/Office Manager to provide a variety of general office administration/clerical tasks within the Public Housing and Housing Choice Voucher Program as prescribed by HAFC policies and procedures. The Receptionist/Housing Services Assistant-Administrative Clerk is expected to perform duties with minimal instruction and supervision. Work is performed in accordance with well-established policies and procedures.

MAJOR DUTIES AND RESPONSIBILITIES:

1. Responds to requests for information with basic parameters set for the Public Housing and
2. Housing Choice Voucher Program. Refers inquires to the appropriate department for assistance.
3. Answers and routes all incoming calls. Sort and distributes incoming mail/fax. Processes outgoing mail. Maintains postage meter.
4. Greets visitors and diplomatically screens and controls visitation in all effective manner.
5. Responsible for maintaining a neat reception area.
6. Resolve resident/vendor conflicts in a professional manner.
7. Maintain calendar for HAFC events (i.e. tenant and landlord briefings, etc.)
8. Responds to, resolves or directs inquiries and complaints from clients or citizens.
9. Maintains and updates various spreadsheets for the Housing Choice Voucher Program. Provides information exchange to ensure key staff and partners are kept abreast of issues with appropriate follow-up.
10. Assembles briefing materials for Housing Choice Voucher families.
11. Assists the Occupancy Specialists in the group briefings with the program applicants and participants.

12. Performs a variety of clerical tasks; maintain participant filing systems, including purging files for storage and destruction as needed.
13. Performs other duties as requested.

QUALIFICATIONS:

High school graduate or G.E.D. Two years secretarial or administrative assistant experience with heavy switchboard experience. Must have knowledge of MS Office Suite.

DEPARTMENTAL PREFERRED QUALIFICATION:

The ideal candidate must have a pleasant, helpful, professional demeanor with a positive can-do attitude and be an excellent manager of time, intermediate user of the Microsoft Office suite and effective multitasking. Must have a minimum of two years' experience as an administrative assistant with heavy switchboard experience. Must have the ability to communicate effectively in English both orally and in writing. Must be experienced dealing directly with the public to include the ability to calmly and effectively deal with unpleasant, angry, or discourteous individuals and high stress situations while maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior.

EQUIPMENT OPERATED:

The following are examples only and are not intended to be all inclusive.

Computer, fax, copier, switchboard/multi-line telephone, and other standard business office equipment.