

ESSENTIAL FUNCTIONS:

- Maintains position at Central Office Reception desk by no later than 8:30 A.M. through 4:30 P.M. daily, and at all other times in between, ensuring that the reception desk is always covered when incumbent is unable to physically be present at desk for any reason.
- Establishes and maintains the professional environment of the Reception area, including, but not limited to, ensuring that no one other than employees with business reasons are to be permitted in the Reception area.
- Consistently maintains excellent attendance record, with regard to timeliness and unscheduled absences
- Reports any workplace security issues immediately to Supervisor, Director of Public Safety, and/or the Executive Director's office; calls Police/Fire departments in case of emergency in Central Office.
- Receives visitors and notifies staff of their presence.
- Ensures that staff escorts visitors in and out of the building; ensuring that no one is allowed to be in the building without a staff escort; immediately reporting to supervisor any violations.
- Documents and reports any violation of security procedures immediately to supervisor and/or executive staff.
- Directs callers appropriately.
- Maintains daily accurate and updated sign in/out sheets in main lobby.
- Ensures and facilitates the smooth and secure operation of the reception area.
- Responsible for the proper performance of all reception duties; greets and direct visitors, operates main telephone switchboard, transfers callers.
- Places and logs business-related long distance calls from employees when required.
- Provides general information on all Authority programs; referring specifics to respective departments as required.
- Answers inquiries from applicants and public concerning housing applications, section 8 program and home ownership programs.
- Answers or refers inquiries from vendors, contractors, professional organizations, etc.
- Assists the Housing Department in the application process to insure that applicants provide information that is complete and accurate in accordance to regulations.
- Processes applications and responds to inquiries from applicants as required.
- Transmits requested information to appropriate receiving agents.
- Receives packages and call appropriate staff for retrieval.
- Trains, schedules and supervises relief receptionists.
- Assist in mass mailings such as rent invoices, notices, fliers, etc.
- Classifies correspondence, tenant information or technical documents and files them for retrieval by appropriate staff
- Prepares requisitions for materials and supplies
- Reports work performed to supervisor
- Maintains strict confidentiality on restricted information, files and records.
- Performs other duties as required.

QUALIFICATION REQUIREMENTS:

- Associates Degree preferred, High School Diploma/GED with equivalent experience considered.

- Five (5) years experience performing a customer service-related/receptionist function
- Demonstrated knowledge of city, state federal and private housing resources available to residents
- Proficiency in communicating this knowledge effectively to clients.
- Demonstrated knowledge of the functions of the Authority.
- Proven considerable knowledge of the housing application process, departmental objectives and procedures, as well as of the practices, procedures and terminology ordinarily employed in public housing.
- Demonstrated ability to maintain professional demeanor under pressure
- Demonstrated ability to establish and maintain effective working relationships with departmental officials, subordinates, employees and their representatives, professional groups and the general public. This includes demonstrating courtesy and respect for others; a strong customer service orientation, and maintaining a positive professional attitude in representing the proper image of the Authority at all times.
- Demonstrated excellence in oral communications; demonstrated proficiency in English grammar and spelling; demonstrated knowledge of basic office procedures.
- Demonstrated computer proficiency in all applicable software.
- Demonstrated ability to type a minimum of 35 wpm*.
- Demonstrated ability to keep current with rapidly changing office technologies.
- Ability to work extended hours within a stressful and demanding environment
- Demonstrated ability to read, interpret and apply program rules/regulations as they apply to applicants/residents.
- Demonstrated ability to achieve and maintain an excellent attendance record, as defined by the Attendance Policy.
- Bilingual English/Spanish preferred