



1954 E. Houston., Suite 104 / San Antonio, Texas 78202
(210) 225-0071 • Fax (210) 225-6976

POSITION DESCRIPTION

TITLE	PHA/HCV Receptionist/Clerk	SEND RESUME TO	e-mail to: Terry.trevino@habctx.org
SUPERVISOR	Director of Operations & Gov't Programs	DEPARTMENT	Operations Gov't Programs
REGULAR/TEMP	Regular	FULL/PART	Full-time

Position open until filled

Position Summary:

The Receptionist/Clerk is responsible for the highest level of customer service for both clients and staff in providing a point of contact for walk in traffic, incoming telephone calls and providing office support to the Section 8 and Eligibility departments.

I. Job Description

Customer Service

1. Answer large volume of incoming telephone calls, assist callers, provide information, and make community referrals, and direct calls to appropriate staff members.
2. Provide accurate information regarding application procedures, waiting lists, and qualifications to both callers and walk-in clients.
3. Provide and maintain appropriate forms, as needed.
4. Refer clients to staff for appointments or assistance.
5. Maintain professional and personable customer service.
6. Advise supervisors if client wait time exceeds 15 minutes.
7. Sign in vendors or visitors
8. Order/procure office supplies

Office Responsibilities

1. Update and maintain client information and program tracking.
2. Make copies.
3. Date stamp incoming paperwork and file.
4. Open lobby at 8:00 a.m. and close at 5:00 p.m.
5. Ensure lobby is clean and organized at all times.

6. Note all applicant and client calls are in software system.
7. Route incoming mail and paperwork to appropriate staff members.
8. Assist in filing duties.
9. Sending out mailings and letters.
10. Distribute incoming faxes to appropriate places.
11. Meter Mail, distribute mail and occasionally go to the post office.
12. Special projects and other assigned duties as needed

Collaboration

1. Attend department meetings and agency staff meetings.
2. Participate in HACSL activities and committees as needed or desired.

II. Job Requirements

1. Graduation from a standard senior high school or equivalent.
2. Two years full-time paid related job experience.
3. Valid driver's license.
4. Able to communicate well in English language, both written and spoken.
5. Must be able to multi-task.
6. Ability to work well under stressful conditions.
7. General office and clerical skills required.
8. Because of the nature of this work, position requires someone pleasant, personable, and patient and having a desire to be of assistance to those in need.
9. Able to work with minimum day to day supervision.
10. Bilingual Spanish/English preferred.
11. Must be prompt and dependable.
12. Approach problems pro-actively and be solution focused.
13. Ability to work well with general public, low income individuals, the elderly and disabled.

KNOWLEDGE OF:

- Basic English, Spelling, Punctuation, Vocabulary
- Basic Mathematics
- General Office and Clerical Procedures
- General Office Equipment
- Telephone Skills
- Typing
- Word / Excel

Certification and Licensure:

- Bondable
- Valid Texas driver's license
- Eligible for coverage under Housing Authority's fleet auto insurance.

- Preferred Occupancy Certification(s) in Public Housing, Housing Choice Voucher, and Project-based Section 8 HUD Programs

Education and Experience:**Required**

Associate's degree or equivalent from a two-year college or technical school and one year of experience; or High school education or G.E.D. and two to three years related experience and/or training; or an equivalent combination of education and experience. Associate's degree in Business Administration or Social Science.

Other Requirements;

Must possess a valid Texas driver's license.

Supervision:

The employee receives direction and instructions from the Director of Operations and Gov't Programs (DOGP). The employee receives work assignments from the DOGP. Priorities and time frames are established by the DOGP to achieve department goals. The DOGP monitors the employee's work for thoroughness, neatness and compliance with procedures and guidelines. The PHA/HCV Receptionist/Clerk is responsible for setting priorities to effectively manage their workload and assist the department in accomplishing goals.

The employee has no supervisory responsibilities.

Responsibility for Confidential Matters:

The employee will have access to sensitive information, including tenant identification information, EIV, SSN's, financial information, criminal history records, credit history, and tenant wage records. The employee will be required to ensure all confidential information is secured at all times.

Guidelines:

The employee follows the Housing Authority's policies and procedures, HUD regulations and past experience in accomplishing assignments. Methods for accomplishing routine work are at the discretion of the employee, subject to existing practice and procedures. When unusual situations arise, the employee may request guidance from the DOGP.

Complexity:

The employee is required to exercise personal judgment in making decisions in accomplishing assignments. Non-routine situations are usually discussed with the supervisor to determine a resolution.

Scope and Effect:

The employee's work primarily affects the administrative output of the Assisted Housing Department. A good job performance by the employee enhances the office's ability to provide housing and services to program participants.

Public Contacts:

The employee's personal contacts are with applicants, residents, landlords, other employees and community social service agencies. The purpose of such contacts is to obtain information and documentation needed by the Housing Authority to provide rental assistance and services to program participants.

Mental and Physical Abilities:

The mental and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; sit, walk, use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus.

Work is principally sedentary, but may involve eye strain from working with computers and other office equipment.

Working Conditions:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate. Stressful situations may occur when dealing with the public.

The employee's work is primarily in-office, but may involve visits to residents' homes or other agencies. Work involves the normal risks and discomforts associated with an office environment, but is usually in an area that is adequately cooled, heated, lighted, and ventilated. Travel to other sites may involve adverse weather and road conditions.

Position open until filled

HABC is an equal opportunity employer that values diversity at all levels. All individuals, regardless of personal characteristics, are encouraged to apply.