



The Housing Authority of the City of San Buenaventura
EQUAL OPPORTUNITY EMPLOYER

RECEPTIONIST/CLERICAL ASSISTANT – SECTION 8

Salary Range Bi-weekly \$1,197.58 - \$1,495.61

DEFINITION:

Under the direction of the Deputy Director – Assisted Housing, greets the public, prospective clients, current clients, and visitors at the Section 8 office. Operate the telephone system, receive and route all incoming calls and take messages, as necessary. Provide prospective/current clients with basic information on agency programs and procedures. Provide a variety of routine to difficult clerical support activities, and also assistance to other staff, as time permits.

JOB CHARACTERISTICS:

This position is the first line of personal contact with the general public, including prospective/current clients. This position requires substantial general knowledge of the variety of agency programs and knowledge of those individuals within the agency who are competent to address those issues that cannot be dealt with at the reception desk. Must possess an ability to communicate effectively in both English and Spanish, and deal with the public effectively, courteously, and with compassion.

ESSENTIAL FUNCTIONS STATEMENT- *The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and or skills required. Management reserves the rights to add, modify, change, or rescind the work assignments of different positions. Essential duties may include but are not limited to the following:*

1. Greet and receive visitors. Check in all client and public visitors. Maintain visitor logs and prepare required reports.
2. Operate the telephone system and TDD equipment. Answer all incoming telephone calls; screen and route calls to appropriate individuals as necessary. Deal with prospective/current clients on a daily basis at the reception desk and by phone. Conduct computer query to determine the client's Housing Specialist and waiting-list inquiries.
3. Provide information and answer questions regarding agency programs, and procedures. May direct clients to appropriate agencies, and let prospective clients know of other non-agency programs that may be available. When required, refer prospective clients to proper programs and people.
4. Distribute and process applications for agency programs. Generally, describe available programs and eligibility requirements. Attempt to answer questions before referring to other staff.
5. Assist clients in understanding applications and documents. Review and accept applications and check for required documentation and signatures. Using computer, enter applications into system.
6. Maintain the security of the lobby, and reception area. Lock and unlock front entrance doors during agency working hours. Maintain and monitor lobby for cleanliness and admit visitors past lobby entrance.
7. As needed, listen and attempt to calm clients or the public, and assist them in meeting their housing needs. Notify various response teams or outside agencies of emergency situations.

8. Train other clerical staff, for backup and relief, in the use of the telephone system, TDD equipment, general reception, and emergency procedures.
9. Maintain supply of various office forms and information materials.
10. Maintain, post, and remove bulletin board notices, announcements, posters, etc.
11. File, types letters, forms, reports, and other articles from rough drafts for various departments and performs varied general clerical duties as assigned.
12. Assist the department with file preparation and computer input, as required.
13. Responsible for date stamping and distribution of mail.
14. Assist other staff with a variety of duties, including but not limited to mailing annual re-certification packets and other mailings.
15. Be available during agency business hours to meet client needs, coordinate with co-workers, attend face-to-face meetings, and handle day-to-day operations necessary for the position.

QUALIFICATIONS:

Knowledge of:

- Telephone etiquette, the proper use, and operation of telephone and related communications systems.
- Agency programs, their differences, and general eligibility requirements.
- Agency organization and the responsibilities of various sections of the organization.
- Problem solving and use of independent interpretation and judgment.
- Application of filing, indexing, and cross-referencing methods.
- Principles of business letter writing and basic report presentations. Proper grammar, spelling, punctuation, and composition of client and agency letters.
- Modern office procedures, business mathematics application, and statistical recordkeeping methods.
- General knowledge of pertinent Federal State, and local codes laws and regulations.
- Basic record keeping principles and practices, basic business mathematics, methods and techniques of check handling, and the operation of standard office equipment.

Ability to:

- Type accurately at a reasonable speed
- Read, understand, and apply established agency policies, procedures, practices, and regulations.
- Work under the pressure of a high volume of contacts, and a variety of needs with frequent interruptions.
- Deal effectively with the public under normal and confrontational circumstances.
- Assess the critical importance of information received from various sources.
- Exercise initiative and independent judgment that demonstrates quality customer services, good business sense, creativity, and as part of a team.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize work, set priorities, and meet critical time deadlines.
- Maintain the utmost confidentiality of all information.
- Keep accurate records, and compose clear, complete and concise correspondence and reports independently using correct grammar, syntax, punctuation and spelling.
- Communicate clearly and concisely, both orally and in writing in English and Spanish. Translate English to Spanish/Spanish to English.
- Maintain the mental capacity to make sound decisions and the physical condition to perform the duties and responsibilities of the job.
- Establish and maintain effective working relationships with coworkers, clients, and other entities during the course of employment.

- Operate a personal computer using various Windows-based applications and related programs, including standard, as well as proprietary software

EDUCATIONAL/CERTIFICATION REQUIREMENTS:

Any combination of experience and education that would be likely to provide the required knowledge, skills, and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge, skills, and abilities is:

- High School Diploma and;
- Two (2) years of experience in a clerical, cashiering, or receptionist position in a general office setting with heavy public contact. Experience with a social services agency whose function is generally related to the activities of the Authority is desirable.
- Two (2) years of college-level courses generally related to social sciences or business are desirable.

PHYSICAL DEMANDS ON THE POSITION:

Essential and marginal functions (may) require maintaining physical condition necessary for sitting and standing for prolonged periods of time in indoor office environment. Must have vision to read printed material and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. Must stoop, kneel, reach, stretch, bend, pull drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects up to 25 – 50 lbs. with the use of proper equipment. Have excellent hand strength and the manual dexterity to operate keyboard equipment.

Special Requirements:

- Must have access to an automobile or other means of transportation, when and if required to travel on Housing Authority business.
- Bilingual fluency in English and Spanish is required.
- Must possess current automobile insurance in accordance with California law and, a valid California driver's license, including a driving record acceptable to the Housing Authority Insurance Company.
- Must be insurable by the Housing Authority's insurance carriers.
- Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work by the Immigration and Naturalization Service.

MUST SUBMIT A COMPLETED APPLICATION, AND IF OFFERED THE POSITION, YOU MUST SUBMIT A DISCLOSURE FORM, AND DRIVER RECORD FORM TO BE CONSIDERED FOR POSITION

FILING DEADLINE 4 pm, Monday March 18, 2019

Updated 2/26/19