HOUSING AUTHORITY OF THE COUNTY OF BUTTE

RECEPTIONIST/STAFF SUPPORT

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

To perform a wide variety of general clerical duties in support of department or division; to provide information to Authority clients and the general public; to receive and direct telephone calls and visitors; to receive, route and distribute incoming mail; to maintain a variety of files and records; and to perform a variety of clerical duties relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher level management or supervisory staff.

None Exercised.

ESSENTIAL FUNCTION STATEMENTS

The following tasks are typical for positions in this classification. Any single position may not perform all of these tasks and/or may perform similar related tasks not listed here:

Perform general clerical duties in support of assigned department or division; functional areas include, but are not limited to reception, general administrative, typing and filing duties.

Receive, sort and distribute incoming and outgoing mail and correspondence; copy and distribute as requested.

Answer telephone calls for the agency on a multi-line system; direct calls, take messages, and make appropriate referrals; receive all clients and visitors, direct others as necessary, or provide requested information and forms; as appropriate, assist applicants in completing forms.

Respond independently and courteously to inquiries and complaints; provide responses to routine questions and inquiries.

Distribute requested housing applications; record and forward each incoming application to appropriate staff.

Respond to requests and issues from Authority clients; within established guidelines, resolve issues or refer to higher level staff; distribute forms and applications and assist with completion.

As assigned, process rental applications for housing units; prepare and maintain waiting lists of potential applicants.

Perform related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Modern office procedures, methods and computer equipment.
Methods and techniques of proper phone etiquette.
Operational characteristics of office equipment including telephones, copiers, faxes, computers and associated word processing and spreadsheet applications.
Principles of business letter writing.
Operations and activities of assigned department or program area.
Principles and procedures of filing and record keeping.
Principles and practices of customer service.
Basic mathematical principles.
English usage, spelling, grammar and punctuation.
Pertinent Federal, State, and local codes, laws and regulations.

Ability to:

Perform general clerical and administrative duties.
Set up and maintain confidential records and reports.
Type and/or enter data on a computer at a speed necessary for successful job performance.
Effectively respond to requests and inquiries from the general public.
Operate a multi-line telephone system.
Generate and process a variety of specialized Authority forms and applications.
Operate a wide variety of office equipment, including computers and supporting applications.
Understand and carry out oral and written instructions.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective relationships with those contacted in the course of work.
Correctly interpret and apply Authority policies and procedures in assigned area.
Respond to requests and inquiries from the general public.
Type and enter data accurately at a speed of 50 wpm or faster.
Must be able to work overtime if required.
Must comply with drug/alcohol free workplace requirements.

Experience and Education/Training Guidelines

Any combination of experience and education/training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Two years of clerical experience.

Education/Training:

High school diploma or GED.

License or Certificate

Requires a valid California driver's license and can qualify for coverage under Housing Authority's insurance policy without an additional increase in premium due to a questionable or poor driving history.

ADA COMPLIANCE

Environmental Factors:

Office environment; exposure to computer screens.

Physical Ability:

Essential and marginal functions may require maintaining physical condition necessary for sitting or standing for prolonged periods of time. Tasks may involve some lifting, carrying, pushing and/or pulling of objects and materials up to 20 pounds.

_____	_____
Employee Signature	Housing Director
_____	_____
Date	Date

The Housing Authority of the County of Butte is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Housing Authority of the County of Butte will provide reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.