

HOUSING AUTHORITY OF THE TOWN OF PORTLAND
9 CHATHAM COURT * PORTLAND, CT 06480

TITLE: RECEPTIONIST/ADMINISTRATIVE CLERK

DEPARTMENT: Executive Office

JOB STATEMENT: The Receptionist/Administrative 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 all staff.

POSITION DEFINITION: Receives and directs visitors to appropriate units or persons; receives and directs phone calls to appropriate units and/or persons; performs copying work for staff; and performs routine office clerical and minor accounts clerical work as assigned.

GENERAL DUTIES: Receives oral and/or written instructions from Supervisor. Plans work according to office or standard procedure. Operates main telephone console for Housing Authority. Receives and routes calls to proper units or persons. Receives and directs visitors to various offices and/or persons. Answers telephone inquiries concerning housing application procedures. Opens, stamp dates, codes and enters invoices into accounts payable systems. Records usage information from bills for review by accounting department. Opens and stamp dates applications, processes applications to be added to waitlist. Provides information to applicants/clients who call in utilizing computer data. Performs routine clerical accounting tasks. Answers general questions from visitors and clients. Maintains and completes purging of the waitlist and related mailings. Reports work accomplished to Supervisor or Executive Director. Open and close lobby and ensure lobby is clean and organized at all times. Opens all mail, stamp date and give to appropriate departments.

ADDITIONAL DUTIES: Operates copying machine to produce multi-copies of forms, documents, and reports for units. Answer maintenance service calls from residents, generates work orders and inform appropriate staff. Data entry of new applicants. Performs related clerical work, including filing, typing, as assigned. Orders supplies for the office. Attend department meetings and agency staff meetings. Maintains social media sites and office website as instructed by the Executive Office. Other duties as assigned.

SUPERVISED BY: Receives general supervision from Executive Director or designee.

QUALIFICATIONS PROFILE: The skills and knowledge would generally be acquired with graduation from high school, high school diploma or equivalent. Office receptionist and general clerical experience preferred. Ability to deal effectively with the general public and employees. Ability to learn locations and general functions or the units of the Authority. Ability to add, subtract, multiply and divide all units of measure. Exceptional Customer Service Skills. Ability to operate Microsoft Office Software and data processing equipment. Ability to type accurately. Ability to maintain confidentiality in all assignments as mandated. Sensitivity to the needs of persons of diverse social, cultural and economic backgrounds is essential. Bilingual, English/Spanish, Housing Authority work experience is preferred.

DIVERSITY: PHA's staff, it's clients, and the staff of community partners are diverse in many ways, including diversity by race, national origin, language, sexual orientation, age. And disability. PHA. Considers this delivery to be an important asset. All PHA employees must engage diverse people in constructive and effective ways.

LICENSE OR CERTIFICATE: Valid Driver's License.

Must be able to pass drug and background check.

Excellent benefit package, medical, dental, vision. Participation in MERS retirement system. Paid holidays, vacation and sick time. 35-hour work week. Pay will be \$16-\$20 per hour, depending on experience. This is a non-union position.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task or responsibility.