

Sylvester Housing Authority

Job Description

Position Title: Part Time Office Clerk

Job Status: Non-Exempt

Reports To: Occupancy Specialist

Grade:

Position Summary:

This staff support position, under the direction of the Occupancy Specialist performs a variety of administrative and clerical duties for the agency. Some functions include but are not limited to those of a receptionist, secretarial and clerical assignments, the preparation of various reports and other general administrative functions as required.

Essential Functions

The primary responsibilities of this position include but are not limited to the following:

1. Achieve and maintain excellent customer service levels in all areas of the operation.
2. Answer the telephones and serve as secretary and receptionist for housing management personnel.
3. Receive requests for maintenance service and enter those requests into the maintenance work system.
4. Maintains maintenance records and logs as required.
5. Performs other duties as assigned by the supervisor.
6. Maintains, accounts for and purchases parts for the maintenance inventory.
7. Types correspondences; prepares and compiles reports which includes gathering data from relevant sources and classifying that data in proper order for distribution.
8. Orders office and other supplies in accordance with the SHA procurement policy and maintains other logs and records as required.
9. Performs other duties as assigned by the supervisor.
10. Supports the admissions process by taking applications consistent with relevant rules and regulations as required.
11. Collects and accounts for rent payments per the internal controls policy.
12. Takes and records resident complaints and ensures that the complaints are delivered to the appropriate personnel.
13. Prepares and compiles payroll data as required.
14. Maintains resident, master key and other files as required.

15. Performs such other duties as required.

Education

Must have a High School diploma or GED. Some technical training in secretarial science, bookkeeping or order related fields is desired.

Experience

A minimum of two years of experience in general office procedures or some related field is required. Any combination of relevant education and experience will be considered.

Knowledge and Skills

1. Must be able to effectively interact with people from diverse social and economic backgrounds under stressful conditions.
2. Must be proficient in the operation of computers and other office equipment used to effectively and efficiently perform the duties of the job.
3. Must be able to effectively communicate verbally and in writing, including appropriate formatting of business letters and reporting.
4. The ability to understand and follow moderately complex oral and written communication, and to learn, interpret and apply SHA policies.
5. Knowledge of contemporary office decorum, practices and standard clerical procedures.
6. The ability to comprehend diverse ethnic or cultural points of view without personal bias in problem solving.
7. Must be able to establish and maintain an effective working relationship with coworkers, supervisors, residents and the public in general.

Physical Requirements

1. Must be able to sit, stand and move for moderate periods of time as required to complete the tasks of the job.
2. Must be able to lift up to 25lbs on a periodic basis.

Other Requirements

1. Must possess a valid State of Georgia Driver's License.
2. Must be involved in continued improvements and education.
3. Must qualify for coverage under the Housing Authority's fidelity bond policy.