

Office Assistant Clerk

This position provides and performs receptionist duties, switchboard operation, intake/dispatch of work orders and general clerical support duties.

SUPERVISION REQUIRED

This position reports to both the Director of Leased Housing and Director of Public Housing

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provides coverage at the agency's central switchboard and serves as receptionist and clerk/typist for the Pawtucket Housing Authority.
- Answers telephone calls at the switchboard and directs calls to the staff person responsible for the specific program/job responsibility.
- Assists walk-in clients, visitors and refers them to the appropriate staff member.
- Provides general program information to applicants.
- Prepares monthly rental envelopes for senior housing residents for Property Managers.
- Folds and stuffs mailings, as needed.
- Provides supportive clerical assistance for all departments within the PHA, as assigned by the HCV Manager.
- Assists staff members in translating (both verbally and written) when necessary.
- Provides clerical assistance to Applications Manager.
- Responsible for the timely intake and dispatch of work orders utilizing the PHA work order software system. Work with Maintenance staff on prioritizing calls, keeping records up to date, and filing work orders after close out.

Secondary Job Duties

- Performs other clerical duties as assigned by the HCV Manager.

Performance Criteria

This position will be evaluated on the ability of the incumbent to work independently, identify and report problems and produce work free from errors.

Employee Accountability

- Present a professional image as a representative of the PHA;
- Maintain a high degree of confidentiality relative to work performed.
- Establish and maintain effective professional working relationships with co-workers, management, partner agencies and the community.

Ethical standards and compliance with PHA policies

- Fulfill all duties and responsibilities with a high level of integrity, honesty and adherence to agency policies and rules.

Educational level and experience

- High school diploma required
- Proficient in both Spanish or Portuguese Creole and English verbal and written communications
- 1-2 years switchboard and clerical experience preferred

Knowledge, skills and abilities

- Working knowledge of Microsoft Office programs
- Working knowledge of office procedures and practices and to operate office machines such as a typewriter, calculator, etc.
- Ability to work harmoniously with PHA personnel
- Ability to be flexible and perform work under time pressure
- Ability to relate to and interact with mixed populations of elderly, disabled and mentally impaired residents in low to moderate income housing settings
- Ability to type from a rough draft copy accurately
- Ability to communicate harmoniously and in an understandable manner with individuals in person and on the telephone
- Ability to understand and follow verbal and written instructions.
- Ability to work 35-hour week.
- Competency in operating word processor, printers and general office equipment including multi-line telephone and fax.

Certifications and Registrations

- Determined by HCV Manager on an as needed basis to stay current with job requirements.
- Certification trainer will be chosen by the Housing Authority.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Occasional standing, walking, sitting, using hands to finger, handle or feel objects, tools or controls; reaching with hands and arms, climbing stairs; balancing; stooping kneeling; crouching; or crawling; talking or hearing, occasionally lifting or moving up to 25 pounds; Close vision, distance vision, peripheral vision, depth perception,
- While performing duties of this job, the employee is exposed to weather conditions prevalent at the time.
- The noise level is usually moderate.

NOTE: The requirements for this position are indicative of the physical and mental capacities needed to satisfactorily perform the duties of the position. Reasonable accommodations, as required by the Americans with Disabilities Act, will be granted wherever possible.

I acknowledge receipt and review of this job description

Name

Date