RECEPTIONIST/CLERK

This position includes a variety of moderately skilled tasks in carrying out the responsibilities of a receptionist/clerk. The work involves the collecting of rent from residents of the HAO, maintaining accurate records of amounts received, and generally serving as the first contact the public makes with the HAO. The individual in this position works under close supervision and must know, understand, and follow all applicable laws, regulations, and policies affecting this position.

General Duties and Responsibilities

- Greets all residents and the general public in a pleasant and professional manner
- Receives and screens telephone calls in order to refer callers to proper personnel
- Collects rent from all residents, enters receipt of rent into computer and prepares deposits
- Accepts applications for housing to include supporting documentation
- Balances rent collections at end of each day
- Responsible for properly documenting and maintaining resident files as they relate to rents, Intents to Vacate, etc.
- Prepares rent statements for delivery to residents
- Prepares and types eviction letters for non-payment of rent and/or other charges
- Prepares and sends letters for collection of move-out balances according to HAO policies and procedures
- Responsible for keeping lobby clean and in neat condition at all times

Other Responsibilities

- Types, copies, mails and handles correspondences and other related materials as required
- Maintains check-in and check-out log for all visitors
- Insures quantities of forms used in the front office are adequate to operate for 30-days
- Assists in preparing required accounting procedures as it relates to resident accounts receivables
- Assists in entering data into computer
- Performs other duties as required

Job Qualification/Requirements

- High school diploma or equivalent;
- Type, file, follow oral and written instructions, and have strong mathematical skills;
- Exhibit proficiency in basic computer skills to include applicable knowledge in Microsoft Word;
- Ability to multi-task and work under pressure;
- Establish and maintain effective working relationships with superiors, subordinates, other officials, employees, tenants, and the general public;
- Maintain confidential professional conduct in all work-related matters; and
- Be tactful, courteous and pleasant to tenants, general public, and other employees.
- Experience in clerical skills, direct customer service, as well as working with a multiline phone system is highly desirable.

Work Environment

The principal work environment for this position is indoors. Duties include both sedentary and limited physical exertion, such as vacuuming, kneeling, crouching, or lifting to obtain files and records, and eye strain from working with computers and other office equipment.

Fill out application at 2161 E 19th Street or email resume to Catherine@owensborohousing.org