



Housing Authority
of the
County of Tulare

CLASSIFICATION: OFFICE CLERK-RECEPTIONIST (AREA OFFICES)

RESPONSIBLE TO: AREA MANAGER

DEFINITION: Under supervision, to perform a variety of responsible Housing Authority clerical duties, including answering and distributing all incoming calls, and related work as required.

EXAMPLES OF DUTIES: Answers multiple phone lines and greets the public and directs calls and people to the appropriate person; answers inquiries either in person or over the phone and assists with questions and information regarding housing programs; types letters and reports; sets up inspections for the section 8 inspectors; handles the daily unit-inspection letters/reports; opens and date-stamps all incoming mail; inputs maintenance-crew, work-order data into computer; assists the clerks and managers with tasks such as making appointments and sending out letters, if requested; and related work as required.

EDUCATION/EXPERIENCE: Two years of general office experience, wherein public reception, interview, recording and factual data verification were major position requirements. Equivalent to completion of the twelfth grade. (Additional qualifications may be substituted for the required education on a year-for-year basis.)

KNOWLEDGE OF: Modern office methods, practices and equipment; knowledge of cash accounting procedures; ability to do clerical work of average difficulty, including accurate mathematical calculations; ability to greet the public with courtesy; to maintain cooperative working relationships with other employees.

SKILLS TO: Type at a speed of 45 words per minute; be able to answer and dispatch several incoming calls quickly and in an organized manner; greet and provide information to the public and other employees with courtesy and tact; perform a variety of duties with minimum supervision.

DESIRABLE QUALIFICATIONS: Prior experience as a receptionist or switchboard operator; computer experience.

PHYSICAL CHARACTERISTICS: Manual dexterity of the hands/wrists in order to operate a keyboard (computer and/or typewriter), calculator and other office equipment; good eyesight to read and/or write and visually use a computer screen; good hearing to accommodate and greet persons coming into the office and to handle telephone conversations; clear speech and verbal skills in order to communicate with the public and co-workers; ability to operate a motor vehicle. Must have ability to cope with stressful circumstances and to cordially interact with coworkers to accomplish common tasks. Regular attendance required.

LICENSES/CERTIFICATES: A valid California driver's license.