



Housing Authority  
of the  
County of Tulare

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**CLASSIFICATION:** OFFICE CLERK-RECEPTIONIST (CENTRAL OFFICE)

**RESPONSIBLE TO:** HUMAN RESOURCES – OFFICE 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 inquiries and provides a variety of information and referrals over the telephone; greets the public and directs them to the appropriate office; types letters and reports; handles the daily unit-inspection letters/reports; opens and date-stamps all incoming mail; checks and tabulates statistical data; inputs daily maintenance-crew work-order data into computer; assists in providing support for the administrative office, accounting department (utilities, rents, etc.) and housing inspectors; helps train newly hired administrative staff; applies daily postage to outgoing mail on occasion; takes tenant applications over the phone and helps with housing updates on a limited basis; and does related work as required.

**EDUCATION/EXPERIENCE:** Graduation from high school with a minimum of one year's experience in typing and clerical work.

**KNOWLEDGE OF:** Modern office methods, equipment and procedures; proper English usage and ability to spell correctly; sufficient math skills to do accurate computations; knowledge of Housing Authority housing programs.

**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.