



Housing Authority  
of the  
County of Tulare

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**CLASSIFICATION:** APPLICATIONS OFFICE CLERK

**RESPONSIBLE TO:** AREA MANAGER and OCCUPANCY PROGRAM SPECIALIST

**DEFINITION:** Under supervision, to perform the primary duty of taking tenant applications over the phone, and occasionally in person when necessary, and to do other related work as required.

**EXAMPLES OF DUTIES:** Answers the applications phone line at the central-office location taking tenant applications and informing applicants for which programs they may qualify and answering simple housing-program questions; helps with housing updates on a limited basis; assists in the Visalia area office with various administrative tasks, as well as carrying a small caseload as an Eligibility Clerk; makes copies; performs filing duties; and does related work as required.

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

**KNOWLEDGE OF:** Modern office methods, equipment and procedures; proper English usage and ability to sufficiently, tactfully and courteously answer repetitive phone calls and speak to the public; sufficient math skills to do simple, accurate computations; knowledge of Housing Authority programs.

**SKILLS TO:** Greet and provide information to the public over the phone or in person; answer incoming calls quickly and in an organized manner; quickly and accurately input data into computer system; understand and follow prescribed procedures and adhere to policy and procedures; write clearly and neatly; use tact; and perform a variety of duties with minimum supervision.

**DESIRABLE QUALIFICATIONS:** Prior experience as a receptionist and/or clerk; 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 handle telephone conversations and converse with applicants coming into the office; clear speech and verbal skills in order to communicate with the public and co-workers; ability to operate a motor vehicle; ability to cope with stressful, fast-paced circumstances and to cordially interact with coworkers to accomplish common tasks. Regular attendance required.

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