

Housing Authority of the County of Tulare

Job Description

Job title: OFFICE CLERK-RECEPTIONIST (CENTRAL OFFICE)

Work Location: Central Office

Department: ADMINISTRATION

Reports to: EXECUTIVE ASSISTANT

☒ **Full-time**
☐ **Part-time**

☐ **Exempt**
☒ **Nonexempt**

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.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Answers inquiries and provides a variety of information and referrals over the telephone.
- Greets the public and directs them to the appropriate staff and office.
- Types letters and reports, and scans files.
- 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 back-up 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.
- Assist on submitting criminal records checks and does related work as required.

MARGINAL FUNCTIONS: Performs related work as required or delegated.

EDUCATION AND/OR WORK EXPERIENCE REQUIREMENTS:

- High School education or GED equivalent.
- Minimum of one year's experience in typing and clerical work.

KNOWLEDGE OF:

- Modern office methods, equipment and procedures.
- Proper use of the English language and ability to spell correctly.
- Sufficient math skills to do accurate computations.

SKILLS TO:

- Type at a speed of 45 words per minute.
- Able to answer and dispatch several incoming calls quickly and in an organized manner.
- Greet and provide information to the public and other employees professionally.
- Perform a variety of duties with minimum supervision.
- Computer literate in MS Office software.

DESIRABLE QUALIFICATIONS:

- Knowledge of Housing Authority housing programs.
Bilingual in Spanish including speaking, reading and writing.

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.

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| <ul style="list-style-type: none">• 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 co-workers to accomplish common tasks.• Regular attendance required. |
| LICENSES/CERTIFICATES:
A valid California driver's license and acceptable DMV record. |
| Adopted: 2/2024 |