

Section III

201. Receptionist/Typist

Definition:

Primary responsibility to control incoming phone lines and function as a receptionist to the general public entering the office. Also, under general supervision, is responsible for the acceptance and maintaining of Low income and Section 8 applications for housing assistance; perform general clerical and typing duties of average difficulty; respond to public and tenant questions/complaints, and perform other related work as required, within classification.

Examples of Duties:

Responsible for accepting, processing, filing and renewing applications for all Housing Authority Assistance Programs. Maintains statistical data for tenant files, maintains various records and performs other general office work as required. Maintains a polite and courteous relationship with all people entering the office. Demonstrates the ability to cope with several items at once; answers and assigns incoming phone calls to other personnel. Receives, sorts and distributes incoming mail, and prepares outgoing office mail as required. Operates typewriter, calculator, computer and other office machines. Performs other duties within classification as assigned by the supervisor.

Employment Standards:

General knowledge of methods, practices and terminology used in filing and/or statistical clerical work, and the ability to perform work of this type of average difficulty without close supervision. Ability to post and make arithmetical computations rapidly and accurately; ability to follow oral and written directions; ability to operate various office equipment, and satisfactorily demonstrate the ability to type a minimum of 40 words per minute. Must demonstrate a working knowledge of modern practices and procedures, and be able to carry out oral and written directions from an assigned supervisor. Ability to deal tactfully and courteously with the public, agency employees and other governmental officials, as well as establish and maintain cooperative and effective relationships with those contacted during the course of work.

Education:

Equivalent to completion of high school, and some degree of practical experience in the performance of general filing and record-keeping functions.

Receptionist/ Typist (Continued):

Other Qualifications:

Must be able to verify that physical condition is satisfactory for the requirements of the job. Employees must demonstrate ability to perform essential functions of the job, with or without reasonable accommodation for disabled individuals as defined within the Americans With Disabilities Act of 1990, as amended. Initial employment shall be conditional on such verification and determination by a required, standard pre-employment physical at the expense of the Employer. Existing Housing Authority employees are exempt from satisfying this criteria regarding the conditionality of employment prefaced by a pre-employment physical.

To be an employee of the Housing Authority, a person must be a citizen of the United States, or an alien who has been either lawfully admitted for permanent residence, or authorized to be employed under the terms of the Immigration And Nationality Act, as amended, or as directed by the Attorney General. Employee must also attest to the fact that he/she is a United States citizen or alien admitted for permanent residence or authorized employment, and must provide supporting documents to show identity and employment authorization.