

KENNEWICK HOUSING AUTHORITY (KHA)

JOB DESCRIPTION

TITLE: Receptionist

REPORTS TO: Housing Programs Director

POSITION SUMMARY: Responsible to perform multifaceted duties and functions for the Housing Authority's administration offices in conducting receptionist and clerical duties in answering multi-phone line system to screen and forward calls, record messages, greet and direct visitors, general public and clientele, provide accurate and efficient agency and housing program information to inquiries, accept and process incoming mail and distribute to appropriate department staff, process maintenance repair work orders, distribute agency literature and tenant notices, conduct outreach activities promoting housing programs and services through a variety of delivery methods, provide general clerical support to department staff in processing federally subsidized housing program applications and maintenance of waiting list(s) for admission, assist in the maintenance of the agency's active and master archive file system (applicant & tenant files), requires to effectively and cooperatively work with executive, management and on-line staff and perform all duties with efficiency and full compliance with Housing Authority, HUD, Federal, State, Local and applicable laws, procedures, policies and regulations. Kennewick Housing Authority (KHA) is an Equal Opportunity Employer M/F/H/V.

DESCRIPTION OF DUTIES & RESPONSIBILITIES:

The following represents the primary/essential duties and mandatory and minimum requirements for the position; however, they are not intended to be all inclusive. KHA reserves the right to change, reassign, or combine job duties at any time and at its discretion.

PRIMARY & ESSENTIAL JOB DUTIES & FUNCTIONS:

Responsible to perform multifaceted duties and functions for the agency's administration offices with possessing professional knowledge and skills in public office administration not limited to performing receptionist and general clerical duties and functions in accordance with the Housing Authority, HUD, and other applicable Federal, State, Local laws, procedures, policies and regulations.

Receptionist/Clerical Duties:

- Operate Housing Authority's main administration office multi-phone line system, answer and forward calls to appropriate department staff with accuracy and efficiency;
- Greet and direct visitors and clientele to appropriate department staff;
- Accept and process incoming mail from clientele, landlords, general public through Housing Authority's main administration office and distribute to appropriate departments and staff, per agency procedures and policies;
- Issue housing applications to general public, clientele, community agencies, etc. by efficiently explaining application process and in accordance with Housing Authority, HUD, Federal, State procedures, policies, regulations;
- Accept completed applications via personal delivery at Housing Authority's administration offices, ensuring application and all appropriate forms are completed with appropriate information, signatures, dates, etc. by appropriate household members, ensure appropriate verification and/or documentation is submitted with completed application, date stamp, provide time of acceptance and staff initials on all accepted applications, appropriate forms and verification and/or documentation in accordance with Housing Authority, HUD, Federal, State procedures, policies, regulations;
- Receive and process housing unit, building/facility maintenance repair work orders and forward to appropriate maintenance department staff & other appropriate department staff with accuracy and efficiency;
- Remain current, knowledgeable and skilled on Housing Authority's computer based software systems, HUD and on-line industry systems is mandatory for the position;
- Assist in maintaining Housing Authority's master active and archive file system (program housing applications & tenant files);
- Copy, collate Housing Authority literature; distribute agency and clientele notices and written correspondences through a variety of delivery methods;
- Assist in maintaining Housing Authority's community resource information center (obtain and post current community resource literature in administration offices);
- Maintain awareness of local social service agencies and community resources to provide information and referral services to applicants, clientele and general public;
- Maintain clientele, staff and agency confidentiality is mandatory;
- Perform other duties as assigned by Executive Director and when appropriate by department director.

Clerical Duties and General Clerical Support:

- Assist Intake Eligibility Specialist and appropriate department supervisory and management staff in processing housing program waiting list applications for eligibility in compliance with appropriate Housing Authority, HUD, Federal and State procedures, policies and regulations, assess applications and determine eligibility by assessing and calculating household income, dependence, deductions, Housing Authority local preferences, estimated utilities, gross rent and tenant rent, etc., with accuracy and efficiency, maintain accurate case files and records; retrieve information from records as requested; make required notations to applicant physical and computer base case files and other Housing Authority files;
- Assist Intake Eligibility Specialist and appropriate department supervisory and management staff in maintaining housing program waiting list(s) in compliance with appropriate Housing Authority, HUD, Federal and State procedures, policies and regulations, along with maintaining appropriate housing program application loges), maintain accurate case files and records; retrieve information from records as requested; make required notations to applicant physical and computer base case files and other Housing Authority files;
- Prepare and maintain weekly, monthly, quarterly and annual reports as required;
- Assist Intake Eligibility Specialist and appropriate supervisory and management staff in conducting Section 8 Briefings; briefing applicants in explaining program requirements regarding Housing Authority, HUD, Federal, State, local policies and regulations for admissions and continued assistance when directed, along with maintaining program briefing packets for distribution;
- Assist in marketing Housing Authority programs to community agencies and general public by a variety of delivery methods, maintain agency's Outreach Activity Log(s);
- Assist in maintain KHA's Landlord Rental Book for available units for leasing;
- Assist Intake Eligibility Specialist and appropriate staff in briefing Landlord/Owners on program participation and requirements, Housing Quality Standards (HQS), Housing Authority, HUD, Federal, State and local policies, recruiting landlords through a variety of outreach methods along with maintaining Landlord/Owner briefing packets for distribution;
- Assists applicants in locating appropriate housing;
- Investigate complaints of program abuse and fraud, document and take appropriate action, per agency procedures, policies, regulations with accuracy and efficiency and when directed;
- Assist in maintaining master application and waiting list(s) current and archive physical and computerized file system with accuracy and efficiency;
- Remain current and informed on legislative and regulations pertaining to HUD and housing programs, implement new procedures as required and directed;

- Remain current and comply with housing programs application for subsidized housing assistance, application waiting list, occupancy, Housing Quality Standards (HQS), Section Eight Management Assessment Program (SEMAP), Public Housing Assessment System (PHAS) and Housing Authority procedures, policies and regulations to efficiently answer and respond to inquiries regarding Housing Authority's housing programs, etc.;
- Attend required training and provide training to other staff for cross training purposes to ensure staff compliance with Housing Authority, HUD Federal, State and local procedures, policies, regulations and guidelines as it pertains to housing program applications for eligibility and housing program waiting list maintenance;
- Maintain awareness of local social service agencies and community resources to provide information and referral services to applicants, clientele and general public;
- Ability use and operate Housing Authority vehicle is required to performance of the job, must possess and maintain a valid Washington State Driver's License and evidence of a good driving record for pre and continued employment (within 30 days of employment and during employment);
- Performs light lifting of up to 15-25 pounds, predominately paper products, small office equipment, files, etc. Boxes will be lifted and moved approximately 2-5 feet or lifted off/on the floor and shelving and moved from one area of the administration office to another on-site location;
- Maintain clientele, staff and agency confidentiality is mandatory;
- Perform other duties as assigned by Executive Director and department supervisor/director.

OTHER JOB FUNTIONS AND DUTIES:

- Performs other duties and responsibilities as assigned by Executive Director, department supervisor/director;
- Ability to interpret and translate for applicants, clientele, general public in other languages than the English is helpful;
- Attendance at staff meetings is required as directed.

WORKING CONDITIONS:

Physical: Majority of the duties are performed in an office environment while sitting at a desk or standing performing multiple and intensive clerical functions and duties. Use of computer system and office equipment is mandatory to the performance of the job duties. In some cases, duties will require performing minor physical activity for the maintenance of the agency master archive record/file system of relocating files/files boxes or distributing agency literature or tenant notices, which takes place in an inside and outside environment. Use and operation of a company vehicle and working at Housing Authority's main administration office and at an off-site satellite office is mandatory to the performance of the job duties.

Mental: The ability to work accurately and promptly in performing multiple and intensive clerical duties and functions with constant interruptions and little supervision. Employee must be capable of working closely and cooperatively with Executive Director, department Supervisor/director, other management staff and co-workers. It is expected the position will require assisting Executive Director, department supervisor/director, finance director, accounting department, maintenance director, administrative assistant staff on critical projects and reports requiring independent thinking, little supervision and under time constraints and pressure. Position also requires open, active and positive communication, positive team approach skills, knowledge and professionalism with Executive Director, department supervisor/director, other management staff, co-workers, applicants, clientele, general public and public/government officials.

MINIMUM QUALIFICATIONS:

The mandatory and minimum amount of knowledge, ability, education, and experience required to be hired into the classification. Certain licenses and certificates, if required, may be acquired on the job as agreed upon by the Housing Authority and employee.

MANDATORY REQUIRMENTS:

- Education & Experience: Two (2) year college degree in Business Administration, Human and/or Social Services or Certification in Business Administration/Clerical or not less than one (1) year of experience in related field, or one (1) year of experience in the administration of a Public Housing Authority in its daily operations and activities;
- Must possess and maintain a valid Washington State Driver's License and evidence of a good driving record for pre and continued employment (within 30 days of employment and during employment);
- Ability to successfully pass a pre-employment drug screening test and pre-employment criminal background check;
- Remain current, knowledgeable and skilled on Housing Authority's computer based software systems, HUD and on-line industry systems is mandatory for the position;
- Operation of company vehicle is required;
- Possess business office practices and procedures;
- Comply with Fair Housing, Washington State Landlord/Tenant Laws;

- General knowledge of HUD subsidized housing programs;
- General knowledge of administrative procedures, policies, and program regulations as they pertain to HUD's Section 8 Housing Choice Voucher Program & Public Housing Program;
- General knowledge of Landlord lease and other documents for rental occupancy;
- Calculating annual income eligibility for admissions & continued assistance;
- Knowledge of local social service agencies and community resources to provide information and referral services to applicants and clients;
- Investigate complaints of program abuse and fraud. Document and take appropriate action in such cases, per agency policies and procedures with accuracy and efficiency;
- Interviewing techniques;
- Mediation techniques;
- Ability to read, write and perform/understand basic mathematical calculations, interpret oral and written instructions, etc. to the extent usually acquired through a High School Diploma or GED;
- Keyboarding skills, ability to operate a computer and computer software programs (MS Word & Excel) along with other general office equipment is mandatory for the position;
- Make responsible decisions by utilizing knowledge of the Housing Authority's total operation;
- Possess multi-tasking skills;
- Ability to work effectively with frequent interruptions;
- Work with little supervision, be self-directed;
- Communicate effectively orally and in writing;
- Be dependable, accurate, and meet deadlines under pressure;
- Ability to organize and establish priorities for work with courteousness, compassion and tactful manner;
- Speak effectively to clientele, general public and landlords;
- Be personally bondable;
- Establish and maintain effective working relationships with Executive Director, department supervisor/director, other management staff, co-workers, tenants, representatives of governmental & agency officials and the general public;
- Ability to maintain clientele, staff and agency confidentiality is mandatory;
- Other responsibilities specified under Specific Job Duties & Functions;
- Attendance at staff meetings is required.

#### MINIMUM REQUIREMENTS:

- Must possess and maintain a valid Washington State Driver's License and evidence of a good driving record for pre and continued employment (within 30 days of employment and during employment);
- Ability to interpret and translate for staff, applicants, clientele, general public in other languages than the English language is desirable but not mandatory;
- Knowledge of CPR and basic First Aid techniques;
- Other responsibilities specified in the Job Duties & Functions.

#### LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS:

- Must possess and maintain a valid Washington State Driver's License and evidence of a good driving record for pre and continued employment (within 30 days of employment and during employment);
- Successfully complete and obtain any appropriate training course and certifications within the probationary period and employment (at employer's discretion, expense and subject to funding availability).