

AUBURN HOUSING AUTHORITY

Position Description and Vacancy Announcement

Position Title	Cashier/Receptionist	Department	Multifamily Housing
Reports To	Multifamily Housing Director	Employment Status	Full-Time
FLSA Status	Non-Exempt	Salary and Grade	\$11.45 - \$17.17
Date Posted	November 16, 2021	Date Closed	Open Until Filled

Summary

The primary purpose of this position is to provide clerical support for Multi-Family Housing department. The incumbent directs calls, assists and provides visitors and tenants with information, and directs inquiries to appropriate personnel. This position also collects rent and logs payments.

All activities must support the Auburn Housing Authority (“AHA” or “Authority”) and its managed agencies’ missions, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

1. Monitors front desk and reception area, ensuring customer satisfaction is met in a courteous and timely manner.
2. Maintains positive resident communications and relations, including answering and directing phone calls; receives walk-in visitors to office; receives and responds to inquiries (telephone and in-person) from applicants, residents, landlords, and community organizations when appropriate.
3. Accepts delivered goods and signs receipts.
4. Greets and directs visitors to appropriate department and/or personnel.
5. Types office correspondence such as letters, forms, reports, and other materials. Duplicates, collates, and prepares correspondence for distribution.
6. Prepares, mails, and tracks lease termination notices.
7. Processes work orders by opening and closing work orders and contacting maintenance regarding urgent work orders. Enters and closes work orders as required.
8. Receives, sorts, forwards, and distributes mail in a timely and accurate manner.
9. Receives, logs, and processes rent payments; prepares deposit slips; balances cash drawer; and delivers bank deposits.
10. Makes collection phone calls to residents with delinquent accounts. Accurately update tenant’s account notes.
11. Completes End of Day process, including printing the DSOP – Outstanding Balances and Deposit report, filling in the end of day balance report, and printing and filing all documents appropriately.
12. Posts payments for Holloway Collection accounts.
13. Conducts data entry and maintains accurate and essential files while confirming the security of such records. Submits appropriate reports as required. Conducts inventory checks as required.
14. Receives and responds to inquiries from applicants regarding housing status. Directs inquiries to the AHA website to complete a housing application.
15. Assists with filing and other tasks as required.
16. Assists with accounts payable job functions.
17. Upon the Multi-Family Housing Director’s approval, the position may assist with resident services administrative job functions.
18. Completes other duties as assigned.

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Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors and measures the needs of both internal and external customers; talks and acts with customers in mind. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; conveys necessary information clearly and effectively orally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

Job Competencies

1. Knowledge of the general operations and procedures of a medium-sized office.
2. Knowledge of and ability to operate office equipment, especially the use of computers for word processing and spreadsheet applications.
3. Skills in operating multi-line business telephone equipment. Experience in handling multiple calls and visitors and the use of message retrieval systems and transmission.
4. Ability to accurately and rapidly compose effective correspondence and to make moderately complex computations accurately.
5. Ability to present ideas in a clear and concise manner, in English, both orally and in writing.
6. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, customers, HUD; and local, state, and federal officials; Demonstrated ability to communicate with people from a broad range of socio-economic backgrounds.

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Education and/or Experience

High school diploma or GED and up to one (1) year of related clerical experience, preferably in the property management sector. An equivalent combination of education and experience may be considered. Must possess a valid driver's license and be insurable under the Authority's plan.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

Employee Benefits

- Group Medical Benefits
- Group Dental Benefits
- Group Life Insurance
- State Retirement
- Supplemental Insurance
- Annual Leave
- Sick Leave
- Holidays
- Four-Day Work Week (Monday - Thursday)

Disclaimer

The AHA is an equal opportunity employer with a drug free work place. We offer a competitive compensation package and the opportunity to become an integral part of the continued growth of our organization. AHA gives preference in employment to Section 3 - eligible individuals.

Application Process

To apply, please send a resume and cover letter to lsquiers@auburnhousingauth.org; the cover letter must include your salary requirements. Include the job title "Cashier/Receptionist" in the subject line of your email. If you have questions about the position, please contact the following:

Laura Squiers, Interim Multifamily Housing Director
lsquiers@auburnhousingauth.org
(334) 821-2262, ext. 243

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Read and Acknowledged

Employee Signature

Date

Employee Name [printed]

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