

AUBURN HOUSING AUTHORITY

Position Vacancy Announcement

Position Title	HCV Receptionist/Clerk	Employment Status	Full-Time
FLSA Status	Non-Exempt	Salary Range	\$11.84 – \$17.77 (hourly)
Department	Housing Choice Voucher (HCV)	Reports To	HCV Director
Date Posted	May 20, 2019	Date Closed	Open Until Filled

Summary

The primary purpose of this position is to provide clerical and administrative support to the Housing Choice Voucher (HCV) Department and to provide front-line customer service to HCV participants. The incumbent assists with HCV intake responsibilities and receives phone calls and in-person inquiries from HCV applicants.

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. Maintains positive resident communications and relations, including answering phone calls and receiving walk-in visitors to office; receives and responds to inquiries (telephone and in-person) from applicants, residents, landlords, and community organizations when appropriate.
2. Provides clerical and administrative support, including mail intake and distribution, recordkeeping, document generation, data tracking, follow-up, and filing as assigned. Ensures that assigned work is completed accurately and in a timely manner; responds to requests in a prompt and courteous manner; identifies administrative needs and develops appropriate solutions and/or recommendations; serves as back-up for other administrative and clerical staff as assigned.
3. Greets and directs visitors to appropriate personnel.
4. Maintains departmental files. Enters and retrieves data from filing system, ensuring accuracy and completeness of information.
5. Prepares and files correspondence, notices, and reports for the HCV Department. Date stamps correspondence as it is received. Prepares information packets for HCV briefings; prepares and mails recertification packets.
6. Receives recertification packets and program applications, ensuring information is accurate, current, and complete.
7. Prepares and distributes unit availability listing on a weekly basis.
8. Performs data entry, ensuring information is complete, secure, and up-to-date.
9. Other duties as assigned.

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.

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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

- Knowledge of HUD, federal, state, and local laws and regulations, as well as AHA policies and procedures related to the position.
- Knowledge of and ability to operate office equipment, especially the use of computers for word processing and spreadsheet applications.
- Skills in operating multi-line business telephone equipment. Experience in handling multiple calls and visitors, and the use of message retrieval systems and transmission.
- Ability to prepare and present ideas in English, in a clear and concise manner, both orally and in writing.
- Ability to perform program-required computations with speed and accuracy.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; Ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

High school diploma or GED and a minimum of two (2) years of administrative or clerical experience, preferably related to the Housing Choice Voucher Program or property management. 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.

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To perform this job successfully, the employee is often required to travel to various Authority properties and other offsite locations. 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 very 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 your resume to spaschal@auburnhousingauth.org and include the job title "HCV Receptionist/Clerk" in the subject line of your email. If you have questions about the Procurement Specialist position, please call (334) 821-2262.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]

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