

TIOGA & BRADFORD COUNTIES HOUSING AUTHORITY

Clerk

Job Description (8/2016)

MINIMUM REQUIREMENTS:

At least 18 years of age and possess a High school diploma or GED equivalent. Possess at least two (2) years of clerical or office experience. Proficient with computers including Microsoft Office, e-mail, typing, and scanning. Requires organizational skills, time management skills, and excellent phone etiquette. Must pass a pre-employment criminal history background check and drug screen.

PURPOSE

The primary purpose of this position is to project a professional and courteous impression to our clients, consultants, tenants and general public. The Clerk will help ensure that the overall functioning of the Tioga/Bradford County Housing Authority, runs smoothly by utilizing organizational and interpersonal skills to assist and support employees and clients.

WORK LOCATION:

Forestview Manor, Elkland, Pennsylvania

SUPERVISION RECEIVED AND EXERCISED:

Operates under the direct supervision of the Tioga/Bradford County Housing Authority Program Manager.

Does not supervise others.

ESSENTIAL JOB FUNCTIONS: Duties include, but are not limited to the following;

- Greet the public entering the office; acknowledge people with interviews and/or appointments and informs appropriate staff that they are there; inform customers of programs administered, assist them with filling out applications;
- Accept rent payments and issue receipts;
- Answer telephone and direct calls to the appropriate staff or outside agencies;
- Learn, and possess a working knowledge of, eligibility requirements of Public Housing, Housing Choice Voucher, and other programs administered by the Housing Authority so that the public can be accurately informed of options available and have questions answered satisfactory;

- Receive incoming mail, sort and distribute to appropriate staff; Take outgoing mail to post office;
- Maintain originals of specific important documents including fire safety booklets, master key list, emergency contact list, employee phone directory, tenant phone and license plate number sheet, etc.; update these lists as necessary;
- Assist Building Manager as instructed by the Program Manager with general office tasks such as making copies, assembling packets, scheduling appointments, filing documents, etc.
- Assist departments in scanning documents for record retention, including invoices and various tenant files/packets, etc.
- Assist Resident Services with tenant programs and events as needed
- Any other duties deemed necessary by the Program Manager;
- Occasional travel required;