

Job Description

Anniston Housing Authority

Housing Clerk

Department: Asset Management

Date: June 27, 2017

Reports To: Property Manager

Level: NE

Summary

Under general supervision, performs varied clerical work in support of the Property Management division of the Authority. Work involves performing routine clerical and typing tasks in accordance with established procedures and methods. Work also involves answering telephones, filing, generating documents, and sending executed documents to parties, sorting, and assisting with preparation/gathering of client paperwork, schedules meetings, and hearings. Employee must exercise independent judgment and initiative in performing assigned duties. Employee must also exercise tact and courtesy in contacts with residents, representatives of other agencies and the public.

Essential Job Functions

Provides clerical support for the Property Management division of the Authority

1. Answer telephone, ascertain nature of business, screen and route calls
2. Types and files correspondence, notices and reports for the Asset Management Team.
3. Generates property contracts and paperwork, and after execution, distributes to parties
4. Coordinate office scheduling and client meetings, under direction of Property Manager/Assistant Property Manager.
5. Check files to assure that all required documents are in file.
6. Enter Work Orders and public housing applications into the SACS system.
7. Receive requisitions and purchase orders for the AMP maintenance team.
8. Communicate with clients, managers, maintenance, Operations management office, and accounting to answer minor questions for clients or refer them to proper person.
9. Attend interoffice staff meetings.

Knowledge, Skills, and Abilities

1. Knowledge of modern office practices, procedures, and equipment
2. Knowledge of HUD and organizational regulations, policies, and procedures
3. Knowledge of business English, spelling, arithmetic, and vocabulary
4. Knowledge of basic computer operations and data entry
5. Ability to understand and follow oral and written instructions
6. Ability to read, understand, and apply HUD and organizational rules, policies, procedures, and instructions
7. Ability to operate basic office equipment including a computer, fax machine, telephone, copy machine, etc.
8. Ability to establish and maintain effective working relationships with the public, residents, and other employees
9. Ability to interact with the public in obtaining and providing information in a polite and efficient manner, both in person, and on the telephone
10. Ability to use sound judgment in order to make decisions in accordance with established procedures and guidelines

11. Skill in communicating orally with others, particularly residents, in order to explain rules, requirements, and answer less involved questions. Ability to deal with irate, upset clients who enter the office.
12. Skill in dealing with people in a polite and diplomatic manner

Required Qualifications

High School Diploma or G.E.D. Certification plus 6 months of work experience that involved dealing with the public, and using a computer, or an equivalent combination of education and experience.

Other: Valid Driving License

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification. All incumbents may not perform the entire job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.