



## Regional Housing Authority

### Position Description RECEPTIONIST

#### I. Summary:

Performs general clerical work for the Tlingit-Haida Regional Housing Authority which includes the primary responsibility for answering telephones and greeting clients.

#### II. Authority:

Under the day to day supervision of the Director of Administrative Services.

#### III. Duties and Responsibilities:

- Receives telephone calls and visitors; provides information about housing programs and services; directs inquiries for information to appropriate staff.
- Receives tenant payments at the front desk or from the incoming mail sources and is responsible for the accurate and timely posting of payments to tenant and homebuyer accounts. Also writes and sends receipts for payments as needed.
- Handles distribution of incoming and outgoing mail and faxes and maintains files and records as directed.
- Update phone lists and directories as needed.
- Assist in application in-take and input in various database systems. Routes completed applications for processing.
- Other duties as assigned.

#### IV. Required Knowledge, Abilities and Skills:

- Knowledge of office procedures and standards.
- Ability to maintain confidentiality regarding programs and client information.
- Ability to deal effectively with the public and to work well with staff. This may require flexibility in assignments and duties.
- Ability to operate a variety of office equipment, including, but not limited to multi-line telephone, computer, various printers, fax machines, postage machines, etc.
- While performing the duties of this job, the employee is regularly required to:
  - Talk or hear;
  - Sit for extended period;
  - Use hands to finger, handle or feel;
  - Reach
  - Push and pull
  - Lifting up to 20 pounds

#### V. Minimum Qualifications:

- Graduation from High School or Equivalent.

#### VI. Grade Level:

Grade 4

Non-Exempt (OT Eligible)

**Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.

**Signatures**

This job description has been approved by:

Supervisor/Manager \_\_\_\_\_

HR \_\_\_\_\_

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee \_\_\_\_\_ Date \_\_\_\_\_

(Updated July 2021)