

Huntington WV Housing Authority/ Housing Development Corporation Job Description

Title: Public Housing Clerk

Department: Public Housing

Reports to: Site Asset Manager

Job Summary:

This is clerical work involving any one or a combination of such duties as filing, data entry, copying, and serving as a receptionist and back-up for the applications clerk for the Huntington Housing Authority. Work may also involve typing, record keeping, and processing forms.

Work is performed with close supervision from a technical or administrative superior. Assignments are limited in nature and are carried out in accordance with established clerical practices and general office work instructions.

Summary of Essential Job Functions:

- Attendance is an essential function of this position
- Receives visitors and directs them to appropriate staff or offices; answers routine questions as appropriate; answers telephone and directs calls to the proper party; takes messages when necessary.
- Assists tenants, applicants and visitors in completing their business; helps them complete necessary forms; refers them to other offices or staff for further assistance; arranges for further processing of requests.
- Operates duplicating equipment for single copies or volume work; loads paper and fluids; inspects first copies for legibility; resolves minor problems with equipment.
- Performs established data entry procedures for utilizing the agency's computer as well as entering application information, re-certification, and general accounting information. Offers support to the application process for the agency. Provides customer assistance with work-order call-ins.
- Types work order reports into the agency computer for the Public Housing Department.
- Prepares routine and special correspondence, memoranda and reports as required; may assist in compiling data. Type forms, cards, letters and similar items from rough copy or samples for the Administrative Department and prepares security reports for inclusion in board packets. Performs related work as required.
- Maintains accurate and up-to-date records through cross-referencing system and be able to locate filed material upon request.
- Keep work area neat and clean in appearance.
- Perform other duties as assigned.

Abilities required:

- Some knowledge of office practices, procedures and equipment.
- Some knowledge of business English, Arithmetic, spelling and punctuation.

- Ability to type accurately with reasonable speed when required by work assignment.
- Some knowledge of generally accepted data processing practices.
- Ability to utilize agency computer to enter data as required.
- Ability to learn specific staff and program assignments and basic Housing Authority objectives.
- Ability to establish and maintain effective working relationship with associates, residents, applicants and the general public.

Minimum Requirements:

- Education equivalent to completion of the twelfth school grade or any combination of acceptable education and experience which has provided the knowledge, skills and abilities cited above.
- Possession of a valid motor vehicle operator's license prior to the time of appointment and during the tenure of appointment.

Disclaimer:

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Signature

Date