

CHESTER HOUSING AUTHORITY

Position Description

Classification: Receptionist

Supervisor: Executive Assistant

Effective Date: 3/01/08

Position Summary

Under the supervision of the Executive Assistant, answers the Authority's incoming telephone calls, greets the customers, and performs other clerical duties as required. Performance of the duties requires excellent public relations skills.

Essential Job Functions

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the work load.

1. Serves as receptionist.
2. Answers telephone calls courteously and routes to appropriate staff member.
3. Maintains a record of incoming and outgoing customers daily.
4. Records and routes accurate telephone messages to respective Authority staff.
5. Reports telephone equipment failure to the Executive Assistant.
6. Assists the Executive Assistant with administrative duties as assigned.
7. Performs proficient typing and processing duties, copying, general correspondence and notices as required.
8. Date stamps and routes incoming mail to the Executive Assistant and assures that all outgoing mail is properly stamped and mailed.
9. Operates all office machine equipment.
10. Provides appropriate marketing packages and Authority pamphlets to interested parties.
11. Performs other related duties as required.

Required Knowledge and Abilities

1. Knowledge of the general operations and procedures of a Public Housing Agency (PHA).
2. Knowledge of standard clerical procedures.
3. Knowledge of modern office equipment including copiers, personal computers, calculators, facsimile machines, etc.
4. Ability to present ideas in a clear concise manner, both orally and in writing.
5. Ability to establish and maintain effective working relationships with co-workers, residents, and HUD.
6. Ability to communicate with people from a broad range of socio-economic backgrounds.
7. Ability to speak bilingual (English and Spanish) preferred.
8. Ability to work in less than ideal conditions, e.g. noise, high traffic areas, etc.

Minimum Education, Training and/or Experience

1. Graduation from a high school, vocational school, or equivalent.
2. A minimum of three (3) years of responsible clerical experience.
3. Any equivalent combination of education, training, and experience which provides the required knowledge and abilities may be considered sufficient.

Physical Requirements

1. Must be physically able to operate a variety of automated office machines including computers, copiers, printers, facsimile machines, telephones, etc.
2. Must be able to work, move, or carry objects or materials such as files, computer printouts, reports, calculators, office supplies, etc.

Special Requirements

1. Possession of a valid driver's license.
2. Ability to be bonded.