

HOUSING AUTHORITY OF THE CITY OF  
EAST POINT, GEORGIA

**Position Description**

**Classification:** Front Desk Administrator

**Supervisor:** Housing Director

**Last Revision:** May 21, 2018

**Classification:** Non-Exempt

**Position Description**

Performs responsible receptionist, administrative, and clerical work in support of the Housing Director. Coordinates the front office and congenially prompts staff in order to increase customer satisfaction, and improve business performance. Maintains open communication with management, consistently maintains a professional, courteous attitude when interacting with residents, co-workers and the general public. The main functions of this role is providing excellent customer service, receiving and making business telephone calls, maintaining files, preparing reports, word processing, updating computer files, receiving and dispatching messages, etc.

Qualifications such as leadership, problem solving abilities, organizing and communication skills are key components for the position. Outgoing and friendly with a gregarious personality and a natural talent for customer service is major in this position. Those seeking to work in this position should have at least a high school or possession of a high school equivalency diploma and three years of full-time paid experience working in human services involving direct services to clientele. Candidates with a college degree may be given preference by employer.

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 breaks, to equalize peak works periods or otherwise balance the workload.

1. Receives and directs incoming telephone calls; forwards detailed information to the work center staff for an immediate response, answers questions, refers callers, takes messages, and portrays a positive customer interface.
2. Greets and directs visitors to appropriate personnel.
3. Receives applicants and assists them with questions or needs while waiting for intake assistance.
4. Assists work center staff on an as needed basis. Compiles and distributes pertinent information.
5. Completes preparatory work for scheduled meetings, including word processing, preparation of spreadsheets, statistical illustration, etc. and preliminary and final reports.
6. Maintains statistical and operating records.

7. Composes correspondence, reports, and statistical records.
8. Performs clerical duties such as filing, typing correspondence, mailings, etc.
9. Assists work center staff in assembling and editing reports and informational materials.
10. Receives, sorts, and deliver incoming mail, documents/forms to the appropriate recipients.
11. Assist in the collection of rents and posting payment to tenant accounts.
12. Maintains work center files.
13. Keep work center area(s) clean.
14. Interfaces with Office Manager.
15. Assists applicants in the completion of forms and identification of required documentation. Verifies all information submitted.
16. Performs other duties as assigned.

\*These are the critical functions assigned by HACEPG. This does not restrict other tasks that may be assigned.

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### **Required Knowledge and Abilities**

1. Knowledge of the general operations and procedures of a medium sized office.
2. Some knowledge of the purposes, policies, and regulations of a Public Housing Agency (PHA) is helpful, but not required.
3. Demonstrated knowledge of business English, spelling, punctuation and grammar.
4. Knowledge of the operation of commonly used office equipment, especially the use of personal computers for Microsoft Word, word processing and Excel spreadsheet applications, and the housing authority's software for the management of the work center operations.
5. Knowledge of office telephone and photocopy equipment usage and procedures.
6. Ability to accurately and rapidly compose effective correspondence, to accurately make moderately complex computations.
7. Ability to remain calm in the face of stressful working conditions and to speak in a pleasant, hospitable voice.
8. Ability to maintain open communication with management.
9. Ability to consistently maintain a professional, courteous attitude when interacting with residents, co-workers and the general public at all times, on or off the property; attends and participates in training seminars as requested.

10. Ability to work independently and use sound judgment in decision making and problem solving.
11. Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the state, federal government, and the Housing Authority.
12. Ability to present ideas in a clear and concise manner, in English, both orally and in writing.
13. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; ability to communicate with people from a broad range of socio-economic backgrounds.
14. Ability to work productively in less than ideal conditions, e.g. noise, high traffic areas, etc.
13. Skills in handling multiple calls and visitors, and the use of message retrieval systems and transmission.

### **Physical Requirements**

1. Level of manual dexterity sufficient to allow for operation of a typewriter, terminal keyboard, telephone, facsimile machine, calculator, etc.
2. Ability to move, handle, or lift small objects around desk area, e.g. files, computer printouts, reports, calculator, pencils, legal pads, etc.

### **Minimum Education, Training, and/or Experience**

1. Associate's degree in secretarial science, office management, or related, and at least two years experience in administrative or responsible clerical work; or four years of related experience.
2. Demonstrated proficiency at *Microsoft Word and Excel* at the intermediate level.
3. Any equivalent combination of education, training, and experience which, in the sole determination of the Housing Authority, provides the required knowledge and abilities may be considered sufficient.

### **Special Requirements**

1. Must possess a valid driver's license, have reliable transportation and insurable under HACEPG's automobile insurance.
2. Must be bondable.
3. Criminal background checks will be performed on all applicants.

## Performance Norms

The following performance norms are to be utilized as a method for evaluating performance of the employee(s) in this classification. The performance norms listed highlight the required performance indicators and are not intended to be the sole indicators of employee performance. Performance will be evaluated annually as well as on an ongoing basis through daily supervision and random quality control inspections. Performance norms represent the minimum requirements for the position. Documented performance in excess of the norms may qualify the employee for merit pay and failure to meet performance norms may result in disciplinary actions, up to and including dismissal.

1. Correspondence and reports contain proper grammar and spelling 99% of the time.
2. Duties are completed in a timely manner and deadlines are met 99% of the time.
3. Types at a minimum of 40 words per minute.
4. Files are maintained complete and readily available 100% of the time.
5. Prioritizes work efficiently. All "emergency work" is completed the same day as received; is no more than a day behind on scheduled priority work; and all routine work is completed by week's end.
6. Provides aid and assistance as requested, maintains confidentiality.
7. Staff/resident inquiries receive timely, accurate response.
8. Records are maintained for ease and accuracy in tracking and conveying information.
9. Maintains computer files accurately for ease in retrieval of information.
10. Communicates courteously and effectively with the staff, residents, and the general public.