

Leominster Housing Authority

Job Title:	Front Desk Clerk	Revision Date: E.D. Initials	January 4, 2019
Department/Group:	Operations	Union Status	Non-Union
Location:	Leominster	FSLA Status	Exempt
Level/Salary Range:	Starting Salary \$30,000 - \$32,000	Position Type:	Full Time Position (35 hrs. wk)
Job Description			
<p>Reports to the Director of Housing Management.</p> <p>Role and Responsibilities</p> <ul style="list-style-type: none"> • Answers and directs all incoming phone calls and inquiries to the appropriate department. • Providing information to the walk in public and assisting applicants with the filing and processing of applications for the associated housing authorities. • Assist public and interface daily with a diverse group of senior citizens and families regarding housing concerns/questions. • Maintaining informational packets/lobby area. • Copying, filing and assisting all housing departments when requested. • Assist other staff with the processing of applications for housing. • Data entry in various computerized programs; Applications, Work Orders, etc. • Have knowledge and understanding of all housing programs • Serves as the initial point of contact for all resident requested work orders. • Prepares all work orders and distributes them electronically to maintenance staff. • Closes all work orders. • Prepares detailed work order reports for the monthly board meetings and as requested. • Performs clerical duties related to the facilities of the Authority. • Makes adjustments to the work order system in conjunction with the Director of Facilities Management • Assists in inventory process • Other duties as assigned. <p>Qualifications and Education Requirements</p> <p>Must have strong interpersonal skills and the ability to work independently Must be able to communicate professionally in both English and Spanish Must be capable of extreme confidentiality at all times Must be proficient in the use of computer systems including excel and word documents Must be available to work the hours of 8:30 a.m. to 4:00 p.m. Monday through Friday Must have a high school diploma or GED Certificate Must have a valid driver's license and reliable transportation</p> <p>Preferred Skills</p> <p>Associate Degree in Management Related Field Experience in Public Housing Management</p> <p>The Leominster Housing Authority is an Equal Opportunity Employer (EOE)</p>			