



BESSEMER HOUSING AUTHORITY

Position Description – Receptionist (Southside Homes) April 10, 2024 – April 24, 2024

Position Title: Receptionist	FLSA Status: Non-Exempt
Reports To: Property Manager	Department/Level: Property Management
Salary Grade: 15	Last Updated: July 19, 2019

POSITION OVERVIEW

This is entry-level work related to the Authority's administrative and property management functions. The incumbent is responsible for assisting the administrative and property management staff with fielding telephone calls and office visitors as well as assisting with intake functions and work order requests. Reporting to the Property Manager, this position is responsible for providing the first line of response for all callers and visitors as well as assisting with the work order and applications process. Work assignments are received in the form of specific assignments and direction in day-to-day operations. This position may be either full or part time.

DUTIES AND RESPONSIBILITIES

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 workload. The functions listed are also examples of duties that may be required and in no way imply a contractual agreement between the employer and employee or affect the at-will relationship between the parties.

1. Responsible for general customer service in the Authority's office as well as assisting public housing and other programs operated by the agency.
2. Answers incoming telephone calls and assist residents with questions, etc. Takes detailed messages as needed.

3. Greets all residents, vendors, contractors, or other persons. Fields questions and notifies other staff, as applicable.
4. Receives and processes incoming mail.
5. Distributes documents for housing under Authority programs for public housing, and any other programs operated by the agency. Answers any questions regarding the program and provides support, as needed.
6. Represents the Authority on a daily basis on the site in accordance with established policies and procedures. Ensures that the Authority's interests are protected at all times and communicates any issues to the Executive Assistant or the Executive Director.
7. Attends professional meetings and training sessions to ensure proficiency in the eligibility, property management, and program compliance fields.

REQUIRED KNOWLEDGE AND ABILITIES

1. Knowledge of the structure, operations, policies, and procedures of a Public Housing Agency.
2. Knowledge of the vision, mission, and purposes of the Authority as established by the Board of Commissioners and the Executive Director.
3. Knowledge of current secretarial and office management techniques.
4. Ability to utilize a wide range of office equipment including a computer (including related Authority software), fax machine, photocopier, scanner, telephone, and other office equipment in use at the Authority.
5. Ability to present ideas and information in a clear and concise manner, both orally and in writing.
6. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, professionals, residents, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.

PERFORMANCE STANDARDS

Performance standards are provided to help facilitate the periodic evaluation of the degree to which the employee meets the requirements of the job. The performance standards below represent examples and are in no way all-inclusive. The Authority reserves the right to add or change performance standards through a modification of the position description, a supplemental performance evaluation tool, or written or verbal communication between the employee and their supervisor or the PHA Executive Director. Achieving the performance standards in no way guarantees a change in compensation and does not supersede or affect the at-will relationship between the employer and employee. Examples of performance standards for this position include, but are not limited to, the following:

1. Ensures that all residents are treated in a friendly and professional manner.

2. Ensures that telephones are answered in a timely manner.
3. Ensures that documents/tasks are promptly processed in accordance with Authority policy.

MINIMUM EDUCATION, TRAINING, AND/OR EXPERIENCE

This position requires graduation from high school with additional instruction in office management functions; a minimum of one year of experience in secretarial or office management position; or any equivalent combination of education, training, and experience that provides the required knowledge and abilities.

PHYSICAL REQUIREMENTS

This position is required to work in an office setting that is generally accessible to the mobility and sensory impaired. The incumbent must have the ability to utilize standard office equipment and access files and documents. The incumbent must have the ability to lift up to 20 pounds. Must be able to work while seated for extended periods of time.

SPECIAL REQUIREMENTS

1. Possession of a valid Alabama driver's license.
2. Must be bondable.