



HOUSING AUTHORITY OF JACKSON COUNTY

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RECEPTIONIST

JOB SUMMARY:

Working independently and collaboratively with others, this position plays an integral role in executing the Housing Authority's mission, philosophy, and commitment to providing, developing and preserving decent, safe and affordable housing to families and individuals while coordinating efforts towards self-sufficiency. All employees are also expected to maintain a high level of trust, integrity and ethical standards.

The Receptionist position is a full-time position in the Property Management Department under the supervision of the Director of Housing Programs. The primary function of this position is to perform receptionist duties and tasks, including serving as an initial point of contact for external clients, overseeing the telephone switchboard and responding to calls, processing documents and correspondence, sorting and distributing mail, and providing timely and accurate clerical support as directed. Supervision of staff is not a responsibility of this position.

ESSENTIAL JOB FUNCTIONS:

The essential functions of this position require prioritizing and completing all assigned tasks in a timely and efficient manner, adjusting for changing priorities and availability of resources, and demonstrating initiative in identifying additional job-related tasks to be completed when time permits. These duties are a representative example of position expectations. Actual duties assigned may vary and change depending on the business needs of the department and the Housing Authority.

1. Provide accurate and timely clerical and receptionist support to the Property Management Department. Receive, sort, prioritize, copy and distribute incoming and outgoing correspondence as requested. Maintain and update addresses, phone numbers and status changes for Housing Authority waiting lists. Produce and distribute service requests for housing unit maintenance.
2. Maintain posted office hours and secure the building after hours. Maintain and organize the lobby area in an orderly and presentable manner. Replace paper and toner in office equipment. Switch the phone system mode between office hours and weekend/holiday mode. Monitor and maintain postage.
3. Serve as the initial point of contact for external clients and visitors seeking to connect via telephone or in person. Answer phone calls with a pleasant and helpful demeanor, respond to inquiries and requests for information, transfer calls to designated personnel to ensure the caller receives the requested assistance in a timely manner, and take messages as necessary. Greet and direct walk-in visitors to the appropriate individual, department or other available resources while providing a welcoming experience.
4. Maintain a working knowledge of Housing Authority services and programs to better direct internal and external customers to available resources. Work diligently to provide the requested information and

forms regarding Housing Authority programs, including explaining the programs, services, policies and procedures in a calm, courteous, and respectful way, possibly using bilingual language skills, so that it is more easily understood by the caller or visitor.

5. Distribute requested housing applications. Assist clients in completing their applications and forms as needed. Receive, review, enter and file each incoming application consistent with established record keeping principles and procedures.
6. Perform assigned data entry tasks efficiently and with a high degree of accuracy. Maintain and generate reports from a database or network system and create documents as directed. Print, duplicate and deliver designated information to departments located at the Housing Authority office as well as to external sites.
7. Maintain and update a complex, accurate record keeping filing system that facilitates the effective and efficient creation, revision and retrieval of electronic leasing-related records. Modify the filing and record keeping system as appropriate to meet the changing needs of the Housing Authority and applicable rules and regulations. Perform file and record searches frequently.
8. Work diligently to preserve and protect the Housing Authority's confidential and proprietary information to which this position has access. Exercise tact, courtesy, and diplomacy when interacting with residents, prospective residents, contractors, vendors and others with whom we may work to provide exceptional client service while enhancing the Housing Authority's public image at all times. Respond to all inquiries for information respectfully without regard to the inquirer's position or status and in a manner that conveys understanding, acceptance and support of Housing Authority programs and objectives.
9. Communicate in a professional, respectful and courteous manner with all employees, clients, the Board of Directors, and others with whom we may work. Contribute to a successful work group and foster a team-oriented culture through positive interactions, active listening, meaningful collaborations, and the constructive exchange of ideas designed to meet or exceed the organization's strategic goals.
10. Complete special projects and other duties as assigned to meet team, department and Housing Authority goals while actively demonstrating accountability and responsibility for achieving desired outcomes and measureable results.

REQUIRED KNOWLEDGE, SKILLS & ABILITIES:

Qualified candidates for this position will have relevant education and experience necessary to perform the essential functions and meet the minimum performance expectations for this position with or without an accommodation.

- ✓ Knowledge of community agencies, public housing programs and resources available to participants, as well as knowledge of human relations and its application to low-income individuals and families. Working knowledge of the Housing Authority organization and functional operations as necessary to perform assigned duties.
- ✓ Demonstrated ability and proficiency in using the English language in spoken and written form (including usage, spelling, grammar and punctuation), writing professional business letters and publications, and in preparing reports and related materials.
- ✓ Demonstrated knowledge and proficiency effectively operating a multi-line phone system and using appropriate phone etiquette to earn trust while creating a welcoming client experience.

- ✓ Established experience and proficiency in performing variety of clerical tasks and data entry with a high degree of accuracy while demonstrating independent judgment and personal initiative to anticipate and meet team member and department needs with minimal oversight and direction.
- ✓ Excellent oral and written communication skills necessary to communicate clearly and effectively with internal and external clients, other public agencies, vendors, social service constituents, and other diverse audiences to coordinate the delivery of services with other partner agencies. Demonstrated ability and competency to communicate clearly and concisely in both individual meeting and group presentation settings.
- ✓ Strong interpersonal skills necessary to develop, establish and maintain effective, professional, collaborative, and collegial working relationships with Housing Authority staff, clients, contractors, vendors, social service providers, and others with whom we may work. Strong conflict resolution skills and demonstrated ability and competency to work with a diverse population of clients and co-workers of all ages, including people who may be aggressive, belligerent and/or hostile, confused and/or disoriented, or who may be suffering from a medical or physical impairment.
- ✓ Strong problem solving, research, and analytical skills, combined with the ability to prioritize tasks and meet established, critical and/or time-sensitive deadlines with minimal notice. Ability to multitask is also essential while remaining flexible with changing priorities and deadlines.
- ✓ Sufficient mental acuity and sound reasoning abilities necessary to review, analyze, evaluate, and interpret Housing Authority policies, as well as federal regulations, fair housing laws, and regulations governing Oregon's residential landlord / tenant laws.
- ✓ Well-reasoned decision making with a high attention to detail in actual work product, organization, planning, work flow, and project prioritization to ensure tasks are completed efficiently and accurately.
- ✓ Naturally self-motivated, confident individual with ability to work independently and/or with limited direction, as well as cooperatively in a team environment, while consistently demonstrating collaborative, respectful and productive work habits. Actively pursue professional development opportunities to add value to the agency and to help the agency meet its strategic goals and objectives.
- ✓ Highly ethical individual who applies ethical standards of behavior to daily work activities. Takes responsibility for actions and decisions and fosters a work environment where integrity is rewarded. Exercises discretion when involved in highly confidential and sensitive matters.
- ✓ Strong organizational office skills necessary for setting up client files, creating documentation, record keeping, maintaining accurate agency records, and data management, storage and retrieval.
- ✓ Demonstrated experience and competency operating and working effectively and efficiently with computers and other forms of office technology, electronic data, computer programs and software applications, especially Microsoft Word, Excel, Outlook and basic Accounting / Bookkeeping software applications.

AVAILABILITY, PHYSICAL DEMANDS, AND OTHER REQUIREMENTS:

Availability and Accessibility

Due to (a) the nature and scope of the essential functions, (b) the importance of personal interactions between this position, employees, clients and other members of the public, and (c) the availability of job-related tools,

equipment and resources at work, performance of the essential functions requires regular, consistent and on-site attendance while working independently and with others.

Approximately 40 hours / week may be required to efficiently perform the job duties of this position. Your presence is also required at designated internal and external meetings. Employees in this position may be required to work a flexible work schedule as a condition of employment, including scheduled and unscheduled overtime. This is understood to mean that the hours of work may vary from day to day and include evenings and weekends. Work schedule specifics will be determined by the hiring supervisor.

Physical Demands

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- ✓ Receive, understand, evaluate and appropriately respond to communications and work-related forms, documents and other information from employees, the Board of Directors, clients and members of the public using available technology, in person and in a public setting when necessary.
- ✓ Maintain professional and respectful communication style and steady work focus to ensure reactions and responses to both emergency and non-emergency situations, stress, ambiguity, frustration, disappointment, and disagreements serve as an example to others of appropriate workplace communications while contributing to a strong, harmonious team dynamic.
- ✓ Correspond, communicate and exchange information with other employees, clients, agencies, and other third parties with whom we work in-person, via telephone, virtually or by other electronic means using available technology during meetings, presentations, client calls or other situations in which business information may be shared, discussed, or exchanged.
- ✓ Provide intellectually sound and well-reasoned answers, recommendations and solutions to identified business problems, issues and/or questions. Efficiently and quickly analyze, process, manipulate, and accurately record data (some of which is technical in nature) and other information that serves as the basis for this position.
- ✓ Move to, from and within our building and across agency-related property site locations, possibly for extended periods of time. Movement to, from and within property locations may occur during inclement weather, extreme temperatures, rain or snow, strong winds, and during low visibility and low light conditions (e.g., evening, early morning, fog, etc.).
- ✓ Work for extended periods of time in a stationary position while consistently and repetitively grasping, moving and manipulating documents, office supplies, computer equipment, and other business tools and materials.
- ✓ Use and operate a personal computer, office equipment and other technology devices frequently and consistently throughout each day with a high degree of skill, accuracy and independent judgment for the purpose of reviewing, analyzing, creating, transmitting, and presenting documents, data and other business-related information.
- ✓ Lift, transport and/or move up to approximately 25 lbs. (primarily paper products, files, small office equipment, etc.) in the performance of regular duties. Occasional bending, stooping, kneeling, climbing and/or reaching for items located on or in overhead shelving areas may be required.

- ✓ Report for work dressed in attire appropriate for the effective, efficient and productive performance of the duties and tasks assigned to you and in compliance with the Housing Authority dress code and grooming standards.

Driving & Travel

Due to the specific nature and scope of this position's job responsibilities outside of the office, reliance on public transportation or rides from other people may be insufficient to meet this position's requirements and expectations.

- ✓ Drive a personal or agency-owned vehicle on behalf of the Housing Authority in the performance of duties that serve as the basis for this position.
- ✓ Report for work and/or work-related appointments outside the office as scheduled during morning, afternoon and evening hours, even when day light is limited or non-existent, and possibly during inclement weather when directed to do so.
- ✓ Travel on an infrequent basis to attend site visits, meetings, trainings, and conferences via traditional modes of transportation (including airline travel) over long distances, some of which may involve one or more night stays out of town.

ENVIRONMENTAL CONDITIONS:

The work environment conditions described here are representative of those an employee may encounter while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

This position primarily works in a temperature controlled office environment. Our office spaces include traditional office lighting (including fluorescent lighting), as well as shared office spaces and facilities that result in consistent and frequent noise (often louder than ambient noise), conversations among employees and clients, interruptions and other similar distractions.

This position may occasionally work outside of the office at other property locations. When working outside the office, this position may be exposed to all types of weather conditions, including temperature extremes, rain, snow and strong winds. Outdoor settings involve all types of property and site conditions, including open spaces, urban developments, flat and hilly terrain, stairwells and staircases, and other uneven surfaces that may present tripping hazards and/or other dangers that require diligence in observing and heeding site conditions to ensure safe working conditions.

JOB QUALIFICATIONS:

Education & Experience

- ✓ Graduation from high school and/or equivalent combination of education and experience; and
- ✓ Two years of clerical support experience in a busy office environment.

An equivalent combination of experience and education that demonstrates the required knowledge, skills and abilities required for the position will be considered in lieu of the outlined requirements.

License or Certificates

Possess a valid driver's license and have a satisfactory driving record that meets the required driving criteria. New employees establishing resident status in the State of Oregon must obtain an Oregon driver's license within 30 days (ORS. 807.020 (1)) of joining the Housing Authority.

DISCLOSURES:

This job description is not an employment agreement or contract. It is intended as a general guide of the job duties and tasks the person in this position may be asked to perform as part of our Housing Authority team. It is by no means an exhaustive list of all of the job duties or responsibilities that may be assigned to this position. Position descriptions may occasionally be updated, as necessary, to reflect evolving business needs, and such changes may not be reflected immediately in written form.

Refusal or unwillingness to perform duties and tasks assigned in a positive, professional, productive and respectful manner, even if seeming to fall outside of this description, may be considered insubordination and a violation of Housing Authority's policies and expectations.

The Housing Authority of Jackson County is an Equal Employment Opportunity Employer that does not discriminate in the terms and conditions of employment against any applicant or current employee on the basis of any status or class protected under applicable federal, state or local law.