



JOB DESCRIPTION

Job Title: Office Specialist/Receptionist
Classification: Non-Exempt
Employee Appointment: Full-Time
Reports To: High Rise Project Manager
Supervision Exercised: none

Job Purpose: The Office Specialist/Receptionist is responsible for providing a point of contact for walk-in traffic, incoming telephone calls, granting access to the building, and providing administrative support to property managers.

ESSENTIAL FUNCTIONS

- A. Show a demonstrated interest in FHRA's mission: Empowering People to Achieve Independence Through Housing
- B. Adhere to FHRA's Core Values
 1. Service: helping people to the best of our abilities
 2. Integrity: staying true to our word through action
 3. Teamwork: working together to achieve goals
 4. Quality: exceeding the average, striving for excellence
 5. Commitment: dedication to the FHRA Mission
- C. Provide receptionist support during business hours of 8:00 AM to 4:30 PM, Monday through Friday.
 1. Perform office opening procedures at 8:00 AM and office close-down procedures at 4:30 PM daily.
 2. Answer multi-line phone system and direct calls as needed.
 3. Greet and direct residents and visitors in-person, over the phone and through email as needed to the appropriate department or staff in a timely manner
 4. Grant access to the building by following FHRA Visitor Policy.
 5. Assist residents with questions and concerns.
 6. Collect rent and issue receipts.
 7. Use Yardi software to find client information.
 8. Maintain a professional and personable demeanor while working with a diverse population in a non-judgmental way.
 9. Accurately document all activities and notify property manager of any critical incidents.
- D. Provide office specialist support to property managers.
 1. Compose and edit housing forms, letters reports, policies, memos, notices, newsletters and banners as needed.
 2. Perform clerical assignments such as filing, copying, faxing and typing.
 3. Maintain and schedule service for office equipment.
 4. Maintain the office's form supply.
 5. Prepare, maintain and keep inventory of new resident move-in packets.

6. Prepare and send rent review letters to High Rise residents with the proper verification forms.
7. Print Enterprise Income Verification (EIV) and tenant directory as needed.
8. Manage parking permit distribution and parking assignments.
9. Perform landlord references.
10. Enter tenant memos in Yardi software.
11. Enter and close out work orders in Yardi software.
12. Schedule exterminator services.

Minimum Qualifications

1. Graduate of trade or technical school in the secretarial field or mental health field; or a combination of education and experience to perform job duties as described.
2. Practical knowledge of Microsoft Office Suite required.
3. At least two years of practical work experience in secretarial or office support position.
4. Must possess working knowledge of the general nature of rules, procedures, and methods related to the care and well-being of people with mental illness and/or chemical dependency.
5. Must have a high degree of interpersonal skills required to be able to communicate with, motivate, and/or facilitate.
6. Must pass a criminal background investigation.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

Work Environment

This position works within an office environment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is regularly required to talk or hear.

Position Type/Expected Hours of Work

This is a full-time position. Regular hours of work days are Monday through Friday, 8:00 AM to 4:30 PM.

Travel

The ability to travel is not required.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change by FHRA management to fit the Mission of the FHRA.

Competencies and Characteristics of a Successful Office Holder:

Ethical Conduct: Adheres with the rules and standards set by the Mission and Core Values of the FHRA and federal, state and local laws for housing authorities.

Client Focused: Committed to the understanding of client needs and successfully applying them to FHRA programs.

Results Driven: Can be counted on to exceed goals successfully; mission-driven, bottom-line oriented; steadfastly pushes self and others for results.

Motivating Others: Empowers others; invites input from each person and shares ownership and visibility; makes everyone feel his/her work is important; is someone people like working with.

Community Development: Develops strong external loyalty to the mission and values of the organization.