



# JOB ANNOUNCEMENT

Housing Authority of New Orleans

**POSITION TITLE:** File Clerk  
**DEPARTMENT:** Housing Choice Voucher Program  
**DATE POSTED:** 12/04/2017  
**CLOSING DATE:** Until Filled

120417 - HCVP- 001  
To apply, click here

**SALARY RANGE:** PAY Grade 14  
\$ 14.08 - \$ 17.32 Hourly  
\$ 29,289 - \$ 36,021 Annually

**FLSA CLASS:** Non-Exempt

## SUMMARY

Under the direction of the HCVP Manager, Special Programs and Administration, the File Clerk maintains the HCVP client file records.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- Maintains systems to file and track all HCVP client files, both current, expired and archived in an effective manner utilizing computer and manual systems.
- Records the disposition and location of all client files currently leased and/or terminated.
- Assists with pulling files in preparation for annual re-exam, (30 to 90 days in advance of the client's anniversary date), interim, re-determinations, audits and special requests.
- Assists with file labeling and other file preparation.
- Recommends policies and procedures for the file room, as well as making changes when necessary.
- Responsible for training back-up personnel.
- Maintains a log of in/out going files; ensures that files returned to the file room are properly organized (documents must be fastened to the file folder in accordance with applicable S.O.P.s).
- Cooperates with staff in distribution of files as needed.
- Prepares client files for storage; boxes and prepares a list of terminated files to be sent to storage.
- Separates over-sized files into volumes as needed.
- Conducts an inventory of client files annually.
- Ensures that the file room is neat and files are easily accessible.
- Performs other duties as assigned.

## BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

*Problem Solving:* Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with sensitive topics and/or irate customers.

*Customer Service:* Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

*Interpersonal Skills:* Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting;

*Teamwork:* Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.

*Professionalism:* Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

## **QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### ***Job Competencies***

- Skills in Record Management.
- Knowledge of HUD Regulations for file retention.
- Willingness to work, trustworthiness, dedication to accuracy and efficient performance.
- Must be able to work with minimum supervision and exhibit good judgment.
- Must be able to perform data-entry using computer keyboard and computer scanning equipment for the purpose of conducting inventory and inventory tracking.
- Must be able to lift 10-15 pounds (eg., box of paper).

### ***Education and/or Experience***

High School Diploma or G.E.D. is required. One year of experience working in a mid to high volume file room is preferred.

### ***Technical Skills***

To perform this job successfully, an individual should have above average abilities using computer software such as MS Word, Excel, Outlook, etc. and should be capable of using internet resources for research and developing advanced reports. Ability to learn other computer software programs as required by assigned tasks.

## **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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit, stand, and walk. While the work is primarily sedentary, excessive walking, standing, bending, and carrying of items such as books, binders, files, and documents is required. The employee must occasionally lift and/or move up to 25 pounds.

**EEO POLICY STATEMENT**

The Housing Authority of New Orleans (HANO) provides equal employment opportunity to all individuals regardless of their race, color, creed, religion, gender, age, sexual orientation, national origin, disability, veteran status, or any other characteristic protected by state, federal, or local law. Discrimination of any type will not be tolerated.

