



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Receptionist

DEPARTMENT: HCVP

DATE POSTED: 12/04/2017

CLOSING DATE: Until Filled

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

120417-HCVP-002
To apply, click here

FLSA CLASS: Non-Exempt

SUMMARY

Reporting to the HCVP Manager and Special Programs & Administration, the Receptionist is responsible for providing superior customer service when assisting clients and visitors in the HCVP department. This position is also responsible for directing clients and visitors to the appropriate resources.

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.

- Greets incoming visitors and clients, determines the nature of their business, and directs them to appropriate staff. Answers and routes all incoming telephone calls to the appropriate staff or takes messages in the absence of staff. Records the caller's name, time of call, nature of business, and person called.
- Makes future appointments and answers inquiries.
- Performs a variety of clerical duties pertinent to housing authority operations.
- Logs and distributes mail and messages.
- Responds to applicants or other interested parties regarding program information, waiting list information, and other similar inquiries.
- Assist applicants and tenants in filling out various forms relating to assisted housing and other services.
- Makes copies of material as directed.
- Prepares reports and correspondence as directed.
- Performs other related 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

- Good knowledge of general office, clerical and secretarial practices and procedures, business English, and basic arithmetic.
- Some knowledge of Authority policies, procedures and practices pertaining to Public Housing and Section 8 programs.
- Skill in operating general office machines.
- Ability to: understand and follow moderately complex written and oral instructions; communicate and relate to persons of diverse backgrounds and abilities; establish and maintain effective working relationships with other employees and residents.
- Above average customer service skills
- Strong telephone etiquette and oral communication skills

Education and/or Experience

High school graduate or G.E.D. is required. One year of general clerical experience, or an equivalent combination of education and experience is also required.

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.

