

BROCKTON HOUSING AUTHORITY

Receptionist

Location: Various

Rate: per CBA

Hours Per Week: 35

Supervised By: Various

General Statement of Duties: Responsible for receiving and relaying incoming phone calls and the performance of receptionist and clerical duties. Responsible for some cashier duties. Work is laid out and demonstrated in detail and is closely supervised until routines are learned. Thereafter, work is performed independently and is checked by inspection and review of reports.

Responsibilities:

1. Receive, answer and relay or transfer incoming phone calls to appropriate persons.
2. Determine business of callers, answering a variety of routine questions and give information or refer questions to appropriate persons. Relay messages or make requested arrangements for callers when appropriate.
3. Accept cash and generate receipts for rent and miscellaneous payments.
4. Perform various clerical duties including but not limited to sorting, filing, posting, preparing reports and maintaining clerical records.
5. Complete both automated and non-automated forms.
6. Perform some administrative duties such as data entry, word processing, filing, photocopying, generating reports, etc. as needed.
7. Establish and maintain effective working relationships with other employees and the public.
8. Assume the duties of a Clerk Typist when assigned.
9. Perform other receptionist, cashier and clerical duties as assigned.
10. Attend meetings and appropriate job trainings as required or assigned by supervisor.
11. Perform duties consistent with agency/program policies and procedures.
12. Execute duties to reflect reasonable safety standards. Universal precautions must be utilized and training obtained in areas that constitute risk.
13. Perform other duties as directed by supervisor or designee.

Required Qualifications:

- Minimum of one-year work experience performing general office duties and clerical work.
- High School Diploma/GED.
- Ability to communicate clearly and concisely; and to establish and maintain good working relationships with other employees, program participants, and the general public.

- Demonstrated knowledge of personal computer and Microsoft applications including word processing, database, spreadsheet applications, email, Internet, etc. Ability to learn other computer software systems.
- Demonstrated knowledge of basic bookkeeping and arithmetic and ability to make computations with speed and accuracy.
- Demonstrated ability to follow oral and written instructions and to carry through entire clerical processes.
- Experience with operating a phone switchboard system desired.
- Bilingual applicants preferred.

Thomas G. Thibeault, Executive Director

EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER

In compliance with Section 3 of the HUD Act of 1968, Brockton Housing Authority Residents, Section 8 Voucher holders and other low or very low income Brockton residents are encouraged to apply and may receive a preference.

Date: 7/29/18