

BAYTOWN HOUSING AUTHORITY

Post Date: 10/25/2023

POSITION AVAILABLE:

Job Title: Receptionist/Waiting List Coordinator
Job Type: Full-Time
Hours: 7:00 am to 5:30 pm (Monday thru Thursday)
Pay Rate: Commensurate with experience
How to Apply: Contact Joyce Young (Executive Director) at 281-427-6686 x 111 or at joycey@baytownhousing.org

POSITION DESCRIPTION

DUTIES AND RESPONSIBILITIES

Responsible for assisting in processing applicants for housing assistance and in accomplishing clerical work in the Authority's office. Performs a variety of tasks as outlined below.

Greets incoming visitors, applicants for housing assistance and clients and directs them to appropriate Authority staff or office for assistance.

Accepts applications and interviews the applicants for the waiting list.

Maintains the waiting lists for HCV/Section 8, Lincoln Courts, and Public Housing.

Assists the Operations Manager with the daily operations of the Public Housing Programs.

Type letters, forms, reports, office correspondence and other materials and maintain files.

Takes incoming calls, answer inquires or refers calls to other Authority personnel.

Performs other duties as assigned.

QUALIFICATIONS AND KNOWLEDGE

High school Diploma. One year of general clerical experience, or an equivalent combination of education and experience.

Knowledge of HUD regulations, procedures and practices pertaining to Public Housing and HCV/Section 8 programs.

Computer skills in Computer Operation required. 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. Bi-lingual preferred.

SUPERVISION RECEIVED AND GIVEN

The employee receives work assignments from the Operations Manager or his/her designee. The supervisor usually establishes priorities and time frames. The supervisor monitors the employee's work for thoroughness, neatness and compliance with procedures and guidelines. Employee completes work with minimum supervision.

The employee has no supervisory responsibilities.

GUIDELINES

The employee generally follows past experience in accomplishing assignments. Methods for accomplishing routine work are at the discretion of the employee, subject to existing HUD regulations and Authority policies, practices, and procedures. When unusual situations arise, the employee may request guidance from the supervisor.

COMPLEXITY

The employee performs a variety of related tasks, which are mostly routine in nature. Occasionally, the employee is required to exercise personal judgment in making decisions in accomplishing assignments. Non-routine situations are usually referred to the supervisor for resolution.

SCOPE AND EFFECT

The employees' work primarily affects the administrative output of the Authority's Office. A good job performance by the employee enhances the office ability to provide housing and assistance to Authority residents.

PERSONAL CONTACTS

The employee's personal contacts are with applicants, residents, and other employees and with outside sources to verify applicant information. The purpose of such contacts is to obtain information and documentation needed by the Authority for housing families.

PHYSICAL DEMANDS

Work is principally sedentary, but may involve some physical exertions, such as kneeling, crouching, or lifting to obtain files and records and office supplies, and eyestrain from working with computers and other office equipment.

WORK ENVIRONMENT

Work involves the normal risks and discomforts associated with an office environment but is usually in an area that is adequately heated, lighted, and ventilates.