

RECEPTIONIST

JOB FUNCTION

Greets people entering or telephoning the NHA offices and determines the nature of their business or requests. Handles routine requests and refers those requiring service to the appropriate staff member. Performs varied clerical work as assigned by the Deputy Executive Director.

ACCOUNTABILITY

Directly responsible to the Deputy Executive Director.

EXAMPLES OF WORK PERFORMED

- Answers phones and routes calls.
- Opens and/or routes all mail forwarded by the Administrative Assistant.
- Welcomes visitors and ascertains their needs, notifies departments of arrivals.
- Ensures that the visitor waiting area is neat and requests janitorial services as needed.
- Maintains blank forms in the lobby and reception area making sure trays/file folders are full with the correct documents. (Prevents the use of poor-quality copies by notifying supervisor of needed master forms.)
- Accepts and records documentation as it is received from clients.
- Receives and writes receipts for money collected for Section 8 Paybacks and NAHC rents.
- Operates FAX and copy machine as needed; maintains and keeps paper stocked.
- Assists with calls concerning the Section 8 waiting list and provides information, as supplied by the Section 8 Intake Specialists, regarding current status.
- Accepts pre-application information for Section 8, assists with inputting into the software.
- Ensures envelopes are stamped and available for staff, monthly check run, etc.
- Ensures that outgoing mail is stamped and properly prepared to go out in a timely manner.
- Responsible for locking and unlocking front doors PROMPTLY as scheduled.
- Makes sure the outgoing mail is on schedule. If not, notifies supervisor by 4:00 p.m.
- Performs other clerical functions as directed by the Deputy Executive Director.

QUALIFICATIONS

Highschool graduate or higher education required.

Valid Oklahoma Driver's License.

Authorized to work in the U.S.

Good telephone etiquette is required. Must be able to deal effectively with the public. Prefer typing skill of at least 50 wpm. Must be able to retain proprietary information as confidential. Must be able to perform assigned responsibilities, as well as new and changing duties with an attitude of complete cooperation and inclination to personally identify with Authority goals, objectives, and programs.

Must be able to stand and walk during the majority of the work day. Must be able to bend stoop and other awkward motions to file for long periods of time on multiple levels. Must be able to lift/carry 20 pounds. Must be able to perform any other physical movements as required for the office.

Must pass background check and drug screening.

SUPERVISION REQUIRED

Works under the general supervision of the Deputy Executive Director. Follows standard office procedure and performs normal duties with minimal supervision. Asks for advice or assistance when necessary.

I have read this job description and understand the responsibilities of my position.

Signature

Date