

**HOUSING AUTHORITY of the CITY OF TALLASSEE
MANAGED BY THE OPELIKA HOUSING AUTHORITY**

904 HICKORY STREET
TALLASSEE, ALABAMA 36078
(334) 283-2801

JOB OPENING NOTICE

DATE: February 14, 2022

- 1) CLASSIFICATION: Receptionist/Housing Clerk
- 2) SALARY: \$10.00 - \$12.00 per hour "DOQ"
- 3) RESPONSIBILITIES: Go to www.opelikaha.org
for full job description and
application
- 4) PERSONS INTERESTED: Submit resume and application with
qualifications in writing to:
rglaze@opelikaha.org

or via mail:

Human Resources
Opelika Housing Authority
P.O. Box 786
Opelika, Alabama 36803-0786

**APPLICATIONS ACCEPTED
UNTIL POSTION FILLED**
(Please No Telephone Calls)

THE HOUSING AUTHORITIES OF THE CITY OF TALLASSEE AND OPELIKA ARE EQUAL OPPORTUNITY EMPLOYERS. THE HOUSING AUTHORITIES OF THE CITY OF TALLASSEE AND OPELIKA DOES NOT DISCRIMINATE AGAINST ANY EMPLOYEE OR APPLICANT FOR ANY REASON.

Job Description
Housing Authority of the City of
Tallassee
Managed by Opelika Housing Authority
Receptionist/Housing Clerk

Department: Public Housing

Date: 02/11/2022

Reports To: Operations Manager

FLSA: NE

Summary

Serve as the receptionist for the Housing Authority's central office. Greet visitors, ascertain nature of business, provide information and conduct visitors to proper person. Answer incoming calls, transfers and routes them as needed. Provide applications for housing in accordance with established procedures. Collect and record rent and other charges. Receive requests for repairs, generate and close work orders. Assist and encourage residents to become self-sufficient by referring to programs directed toward self-sufficiency. Make interim adjustments based on information from residents. Assist in conducting annual re-examinations to verify continued program eligibility, and with various types of inspections. Attend staff meetings as needed.

Essential Job Functions

- A. Answer telephone, greet visitors, prepare, maintain, and update financial and other records, including collections of rent and other charges
1. Greet individuals entering the administrative office of the property and answer telephone, ascertain nature of business and assist individual or refer to proper person for assistance.
 2. Receive information from residents, such as intent to vacate, take appropriate action and follow-up as needed, in accordance with established procedures.
 3. Collect rent and other charges from residents, scan to bank, enter corresponding data into computer system, and summarize collections for day and forward to accounting.
 4. Process requests for rent adjustments in accordance with established procedures, including obtaining verifications, entering information into computer, etc.
 5. Generate work orders in response to requests for repairs from residents, and close out work orders in accordance with established procedures.
 6. Post charges associated with work order, late charges, etc. by entering them in computer and generating notices for residents at assigned property.
 7. Maintain rent roll by adding and deleting residents in accordance with established procedures.
 8. Maintain resident files and related documentation regarding continuing eligibility and adjustments.
 9. Generate utility allowance for multi-family and the voucher program.
 10. Obtain worksheet for after-hours work, weekly.
 11. Attend staff meetings, as needed.
- B. Assist with administrative management of property by performing such duties as accepting re-examination information, addressing resident concerns in a professional manner, enforcing property rules, lease requirements, and assist with leasing, etc. as needed.
1. Communicate with residents as needed to inform of policies, procedures, rules, and regulations.
 2. Assist in coordinating vacancy preparation in order to minimize time units are vacant.
 3. Assist with leasing apartments by pulling names from waiting lists, calling applicants to verify interest in apartment, and showing apartments.
 4. Maintain records of the status of assigned units, e.g. filled, vacant, anticipated vacancy, etc.
 5. Assist with annual re-examinations by sending notice, and accepting information.
 6. Make photo ID's of staff and residents.

- C. Assist residents with special problems and promote amicable resident relations
1. Counsel residents who are not complying with the terms of the lease, and concerning delinquent payments.
 2. Refer residents with special problems, such as economic, social, legal, health, etc. to groups or agencies that provide assistance, or to resident initiatives coordinator, as appropriate.
 3. Resolve conflict and complaints among residents, if possible, in order to avoid grievances.

Knowledge, Skills, and Abilities

1. Knowledge of Authority policies and procedures, particularly as they pertain to property management.
2. Knowledge of Department of Housing and Urban Development (HUD) rules and regulations that apply to property management.
3. Knowledge of laws and standards that apply to property management, such as Fair Housing Laws, OSHA Standards, Local and State Building Codes.
4. Knowledge of basic office practices, procedures, and equipment.
5. Knowledge of the operation of Authority computer system and software.
6. Knowledge of the agencies that provide assistance and services to residents, including some knowledge of eligibility requirements.
7. Knowledge of Basic English in order to communicate verbally and in writing.
8. Knowledge of mathematics sufficient to perform calculations required for summarizing rent collections, making deposits, and for rent adjustments.
9. Ability to maintain required records such as resident files, vacancy reports, etc.
10. Ability to read and understand policies and guidelines.
11. Ability to prepare clear concise reports and make appropriate recommendations within scope of responsibility.
12. Ability to work independently.
13. Ability to use basic office equipment such as telephone, fax, copier, scanner, and computer.
14. Ability to communicate verbally and in writing.
15. Ability to generate records, receipts, and reports efficiently using a calculator and the computer system.
16. Ability to establish and maintain effective work relationships with peers, superiors, residents, community service agencies, and the public.
17. Skilled in the use of computer software particularly as it pertains to establishing and maintaining resident records.

Minimum Qualifications

High school diploma or GED certification plus two years of experience in interacting with the public, accounting for money, or an equivalent combination of education and experience. Experience handling and accounting for money and involving public contact preferred.

Other: Valid Driving License
Ability to be insured under the Authority's vehicle policy

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification. All incumbents may not perform all job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.