

Sandusky MHA seeks a qualified **Part-time Receptionist / Work Order Clerk**

JOB RESPONSIBILITIES: In addition to the following, performs other related duties as required.

Under the supervision of the Executive Director, the Receptionist / Work Order Clerk requires the incumbent to have a very pleasing personality and the ability to greet the public in a friendly, courteous manner. He/she must have very good telephone communication skills and must be able to direct questions to the appropriate staff person when necessary. It is imperative the incumbent understands the importance of a receptionist position since the receptionist gives the first impression of the Authority. He/she is also responsible for generating and tracking work orders in the housing software. He/she is also responsible for assisting the accounting department with portions of the monthly processing and banking - prepares deposits, maintains accounting document files, provides administrative support in the completion of duties related to accounts payable, accounts receivable, payroll, bank reconciliation, monthly closings, and vacated account records.

QUALIFICATIONS: Any combination of training and work experience which indicates possession of the knowledge, skills, and abilities listed below. Acceptable qualifications for this position are:

Completion of high school education or equivalency – some secondary education preferred. One (1) year of office experience; or equivalent. Experience with HUD programs is desirable.

LICENSURE OR CERTIFICATION REQUIREMENTS:

Must possess and maintain a valid Driver's License and insurability. Ability to attain housing program trainings and/or certification(s) pertaining to position.

ESSENTIAL FUNCTIONS OF THE POSITION:

1. Answer telephone, take accurate messages, and/or refer caller to the appropriate staff person.
2. Greet visitors with a smile, get correct names and correct spelling of names. Notify staff.
3. Be alert to the length of time that telephone callers are on hold and the time it takes for visitors to meet with staff persons.
4. Assist with reproduction of forms, reports and other materials as needed.
5. Responsible for all work orders:
 - Takes calls directly from the tenants who report work order items and logs calls reported to the Maintenance Mechanic being advised.
 - Records such calls on the computer to generate the initial work order.
 - Distributes work orders to proper staff, so maintenance can do the work and be properly tracked.
 - Calls maintenance staff in case of emergencies.
 - Records the use of maintenance supplies from the returned, completed work orders on the computer to show reduction of inventory and cost for resident charges.
 - Maintains completed work order files
 - Runs regularly scheduled reports of both open and closed work orders.
6. Assist with purchasing maintenance supplies under the direction of the Maintenance Department & Public Housing Property Case Manager.
 - Compares prices to receive the best and lowest price of the same quality.
 - Re-orders supplies as re-order points are reached.
 - Prepares purchase orders for all purchases as directed.
 - Maintains purchase invoices files by vendors.

7. Assists the Accounting Department and Sandusky MHA staff with completion of daily duties by providing administrative support such as banking, filing, computing, archiving, typing, generating reports, effectively researching, tracking, and resolving (or properly referring) accounting or documentation problems and discrepancies.
8. Ensures accurate and timely preparation of work.
9. Demonstrates regular and predictable attendance.
10. Other duties as assigned or as required by HUD rules and guidelines.

KNOWLEDGE, SKILLS AND ABILITIES: necessary to perform duties.

Knowledge of: Standard office and housing practices, arithmetic principles, and office etiquette.

Skill in: Operation of personal computer; operation of office equipment; problem analysis, utilization of computer applications (e.g., spreadsheets, word processing); and written and oral communications.

Ability to: Collect, analyze, and interpret data; prepare and maintain accurate documentation; type at least forty-five (45) words per minute; lift fifty (50 lbs.) pounds; maintain confidentiality; write clearly and legibly; proofread materials for grammar and punctuation; manage multiple work assignments; follow verbal and/or written instructions; communicate effectively; develop and maintain effective working relationships with co-workers, supervisors, other professionals, residents, landlords, and the general public; work independently without continuous supervision; understand Sandusky MHA rules, regulations, and operating procedures.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive.

Personal computer and software, printer, scanner, copy machine, fax machine, calculator/adding machine, and other standard office equipment.

WORKING HOURS: 8:00AM -4:30PM, Monday, Tuesday, and Thursday (24 hours per week)

SALARY/BENEFITS: \$13.70/hour; SMHA is part of the OPERS Retirement System; Vacation Leave; Holiday Leave

This posting in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. This posting is made November 8, 2022, and will remain until the position is filled.

A resume and cover letter may be submitted to - Attn: Executive Director; Sandusky Metropolitan Housing Authority; 1358 Mosser Drive; Fremont, OH 43420 or may be faxed to (419) 334-6933.