

# Itasca County Housing & Redevelopment Authority

Position: Receptionist

Status: Non-Exempt

Reports To: Property and Program Director

Supervises: N/A

## **Scope**

Primary responsibility is to provide superior customer service to clients, current residents, and guests. This position provides general agency information, assists with applying for program assistance and provides support to current residents. The receptionist will operate a variety of office equipment including multi-line telephone/voicemail system, copier, fax and personal computer with a variety of software.

## **Organizational Relationship**

Reports to the Property and Program Director

## **Essential Functions**

- Staff front desk and respond to telephone inquiries
- Point of contact for all incoming visitors
- Receives applications for all housing programs and enters onto waiting lists
- Process and disseminate all incoming mail/daily take mail to the post office
- Maintain waiting lists utilizing proper preference points
- Scheduling appointments for the Housing Specialist team with corresponding follow up to the client
- Appointment coordination and reminders with clients
- Assemble lease up and briefing packets
- Assist with preparation of agency annual report
- Procure office inventorial supplies
- Prepare mailings
- Coordinate scheduling of meetings and publish meeting notices
- Assists Operations Specialist with the preparation and dissemination of all annual 1099 and CRP reports
- Assists Operations Specialist with board meeting and other meeting preparations
- Light office cleaning
- Other duties and special projects as assigned by supervisor

## **Required Knowledge, Skills and Abilities**

- Excellent communication skills (oral/written)
- Ability to work with the public in a variety of situations
- Ability to respect privacy of clients, interviews, information, and files
- Ability to analyze and make objective decisions based on fact

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- Maintain compliance with federal, state, and HRA policies and procedures
- Ability to accurately track details
- Proficient with Microsoft Word & Excel
- Ability to initiate work projects and work independently
- Knowledge of office practices and procedures
- Possess the necessary skills to perform mathematical functions with accuracy
- Basic working knowledge of HRA programs and owned housing
- Basic knowledge of Tenants Rights and Responsibilities under Minnesota law

#### **Minimum Qualifications**

- Valid Minnesota Driver's License and/or reliable transportation for work related purposes
- Proficiency with electronics, including computer and software, phone, copier

#### **Preferred Qualifications**

- 2-year degree from an accredited institution
- Previous experience in an office setting
- 1+ year(s) experience in Housing field

#### **Working Conditions**

Work involves intermittent sitting, standing, walking and bending that may last long periods of time. Ability to lift up to 40 lbs. Regularly spends time at a personal computer and on the phone. Uses vision, hearing, sense of smell and sense of touch depending on the work task. Ability to operate a vehicle for work related travel. Travel and outdoor activity involved when visiting HRA facilities or attending meetings.