



## JOB DESCRIPTION

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**Job Title:** RECEPTIONIST  
**Member of:** Eligibility Department  
**Current Grade:** 4  
**Responsible to:** Eligibility/Customer Service

### I. The Mission of Housing Authority of the County of Salt Lake

The mission of the Housing Authority of the County of Salt Lake is to provide and develop quality affordable housing opportunities for individuals and families while promoting self sufficiency and neighborhood revitalization.

### II. Job Statement

The Eligibility Customer Service/Receptionist is responsible for providing a point of contact for walk in traffic, incoming telephone calls and supporting the highest level of customer service for both clients and staff.

### III. Job Description

#### Objective A - Customer Service

1. Answer large volume of incoming telephone calls, assist callers, provide information, make community referrals, and direct calls to appropriate staff members.
2. Provide accurate information regarding application procedures, waiting lists, and qualifications to both callers and walk-in clients.
3. Provide and maintain appropriate forms, as needed.
4. Refer clients to staff for appointments or assistance.
5. Maintain professional and personable customer service.
6. Advise supervisors if client wait time exceeds 15 minutes.

#### Objective B - Office Responsibilities

1. Update and maintain client information and program tracking.
2. Make copies.
3. Date stamp incoming paperwork and file.
4. Open lobby at 8:00 a.m. or close at 5:00 p.m.
5. Ensure lobby is clean and organized at all times.
6. Note all applicant and client calls are in software system.
7. Route incoming mail and paperwork to appropriate staff members.
8. Assist other departments with miscellaneous items.

### **Objective C - Collaboration**

1. Attend Eligibility/Customer Service staff meetings and agency staff meetings.
2. Participate in HACSL activities and committees as needed or desired.

### **IV. Job Requirements**

1. Graduation from a standard senior high school or equivalent.
2. Two years full-time paid related job experience
3. Valid driver's license.
4. Able to communicate well in English language, both written and spoken.
5. Must be able to multi-task.
6. Ability to work well under stressful conditions.
7. General office and clerical skills required.
8. Because of the nature of this work, position requires someone pleasant, personable, patient and having a desire to be of assistance to those in need.
9. Able to work with minimum day to day supervision.
10. Bilingual Spanish/English.
11. Must be prompt and dependable.
12. Approach problems pro-actively and be solution focused.
13. Ability to work well with general public, low income individuals, the elderly and disabled.

### **Knowledge of:**

Telephone Skills	General Office and Clerical Procedures
Typing	General Office Equipment
Basic Mathematics	Basic English, Spelling, Punctuation, Vocabulary
Word / Excel	

*A criminal background, drug screen, driving and credit check must be completed before hire. An Official Housing Authority Application Form must be completed and a resume submitted. The Housing Authority complies with Section 504 of the Rehabilitation Act of 1973 by providing equal access to services, programs and activities for qualified individuals with disabilities. With 24-hour advance request, reasonable accommodations will be provided to individuals with disabilities.*