



JOB DESCRIPTION

Job Title: Front Desk Receptionist
Member of: Non-Profit & Public Housing Department
Current Grade: 4
Hours: 5:30 a.m. – 2:00 p.m.
Responsible to: Property Management Coordinator

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, empowerment and neighborhood revitalization.

II. Job Statement

The Receptionist is responsible for providing a point of contact for walk in traffic, incoming telephone calls, granting access to the building, and supporting the highest level of customer service for clients, staff, and visitors.

III. Job Description

Objective A: Customer Service

1. Grant access to building by appropriate implementation of Visitor Policy.
2. Answer incoming telephone calls, assist callers, take messages, provide information, make community referrals, and direct calls to staff members.
3. Maintain a safe environment by monitoring security system and emergency pull cord system, using good judgment in contacting appropriate personnel as needed.
4. Provide accurate information regarding application procedures, waiting lists, vacancies and qualifications to both callers and walk-in clients.
5. Provide assistance to residents requesting work orders or other forms as needed.
6. Provide timely referral to the staff for appointments or other assistance.
7. Maintain a professional and personable demeanor while working with chronic homeless population in a non-judgmental way.

Objective B: Office Responsibilities

1. Update and maintain client information and program tracking.
2. Accurately document all activities. Notify appropriate supervisor and/or manager of any critical incidents or emergencies.
3. Route incoming paperwork to appropriate staff members.
4. Assist other departments with miscellaneous items.
5. Provide monthly reports.

Objective C: Collaboration

1. Attend Management/ Services staff meetings and agency staff meetings.
2. Participate in agency 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 and Spanish languages, both written and spoken.
5. Must be able to multi-task.
6. Ability to work well under stressful conditions.
7. General office clerical and computer 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. Will be working with people who have been chronically homeless.
9. Able to work with minimum day to day supervision.

Knowledge of:

Telephone skills

General office and clerical procedures

General office equipment

Typing

Basic mathematics

Basic English and Spanish - spelling, punctuation, vocabulary

Good Computer skills

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.