
JOB DESCRIPTION

JOB TITLE: OFFICE CLERK
NON-EXEMPT: PART-TIME
SALARY LEVEL: \$9.00 PER HOUR
EMPLOYEE REPORTS TO: DIRECTOR OF ADMINISTRATIVE SERVICES
PREPARED BY: DIRECTOR OF ADMINISTRATIVE SERVICES **DATE:** DECEMBER 10, 2018
APPROVED BY: CHIEF OPERATING OFFICER **DATE:** DECEMBER 11, 2018
APPLICATION DUE DATE: DECEMBER 27, 2018

SUMMARY

The primary function of the Office Clerk is to provide overall clerical assistance to the Administrative Services Department in addition to providing general clerical support to the Housing Choice Voucher (HCV) and Public Housing (PH) programs as he/she performs functions of the Housing Authority of the City of Texarkana, Texas (HATT). The Office Clerk will be the front-line person for the Authority. He/she will be responsible for managing the activities of the front office while performing a variety of secretarial and administrative tasks as assigned by the Director. Under the general supervision of the Director of Administrative Services, the Office Clerk will be responsible for the overall majority of the clerical functions of the various areas of the HATT agency. The Office Clerk will work collaboratively with HATT residents/tenants, staff, community stakeholders and external partners. Specific duties include the following:

ESSENTIAL DUTIES

The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

1. Responsible for the primary phone coverage (first to answer incoming calls) of the Authority
2. Prepare and mail all USPS/UPS/FedEx packages
3. Sort and distribute incoming mail for all departments

4. Offers support to both the housing programs and other departments as assigned by the Director of Administrative Services
6. Accept applications for both the housing programs
7. Mail letters of acceptance or rejection of applications for the housing programs
8. Meet regularly with the HCV, PH, and Administrative Services staff to offer support
9. Types letters and forms for the housing programs; general typing required
10. Maintain files for work area for the Authority
11. Operates the computer as necessary to view and/or edit general tenant account information related to collection balances, address and phone number updates, and other related data, and any such other delegated duties
12. Explains, discusses, and answers questions concerning the Authority's housing programs
14. Assists in developing plans for implementing new requirements to conform to program changes

KNOWLEDGE, SKILLS, AND ABILITIES

1. Knowledge of PHA organization, operations, policies and procedures
2. Extensive knowledge of Microsoft Office products
3. Skills in customer service
4. Knowledge of public housing admission and occupancy issues and requirements
5. General working knowledge of software applications (i.e., Microsoft Word, Excel, Power Point)
6. Correct English usage, spelling, punctuation, and grammar
7. Ability to meet and deal tactfully with the public, tenants, employees, community stakeholders, and external partners
8. Wide range of management and administrative skills
9. Ability to organize work load for top efficiency

PHYSICAL REQUIREMENTS

Essential and marginal functions may require maintaining the physical condition necessary for standing and walking, frequent lifting and carrying objects of light weight (5 - 10 pounds) and lifting and carrying objects of moderate weight (11 - 20 pounds); frequent bending, stooping, reaching, and pushing; minimal dexterity in the use of fingers, limbs, or body in the operation of office equipment; utilizing a keyboard, and sitting or standing for extended periods of time; or the sustained operation, of such devices associated with equipment used to perform tasks required of the position.

MINIMUM EDUCATION, TRAINING AND/OR EXPERIENCE

High school diploma or GED equivalency required; one (1) year demonstrated customer service experience in problem solving, general computer use, and associated peripheral equipment required (i.e., fax machine, copiers, dual-line phone systems); or an equivalent combination of training, education, and experience that provides the necessary knowledge, skills and abilities.

WORK ENVIRONMENT

All employees at HATT are employees at will. The job description outlined above is not intended to represent an absolute or final list of all elements activities or duties of the job. The statements above are intended to describe the general nature and level of work performed by the person assigned to this position.

The candidate selected for this position must pass a criminal background check prior to employment with HATT. HATT is an Equal Opportunity Employer.