



JOB DESCRIPTION

POSITION: Clerk **SUPERVISOR:** Team Supervisor **STATUS:** Non-Exempt

SUMMARY: The position duties include a wide range of activities related to providing clerical support to operational and administrative areas.

SUPERVISION RECEIVED AND EXERCISED: Operates under the direct general supervision of a Supervisor. The Clerk exercises no supervision over other employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES: The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Ensure documents are accurately filed, scanned and indexed within 48 hours of receipt
- Open, sort and route incoming mail; Prepare outgoing mail
- Operate office machines including scanners, copiers and fax machines
- Assist operational teams with administrative needs
- Provide back-up support for Receptionist
- Respond to participant, landlord and other clients' questions and concerns
- Perform data entry into SharePoint, and PHA business system
- Provide excellent customer service to participants, landlords, co-workers, clients and vendors
- Obtain certification in Housing Choice Voucher Basics within 120 days of employment
- Ensure regular attendance and punctuality
- Perform other duties as assigned

DESIRED QUALIFICATIONS:

High School Diploma; Education equivalent to a two-year degree from a regionally accredited institution in Public Administration, Social Science or a closely related field preferred; Alternatively, a minimum of two years of progressively responsible work experience for a public agency, or related work in the social service or community service.

Must be able to communicate effectively both orally and in writing; and possess strong computer and organizational skills required to prioritize tasks and demands and consistently to deliver work product on time.