Columbia
HOUSING AUTHORITY

Housing Authority of the City of Columbia, Missouri

Human Resources

201 Switzler Street, Columbia MO 65203
Office: (573) 443-2556 ♦ Fax: (573) 443-0051 ♦ TTY: (800) 735-2966 ♦ www.ColumbiaHA.com

Position: Receptionist
Reports To: Director of Housing Choice Voucher (HCV) Operations
Salary: $16.00 - $22.00 hourly ($33,280 - $45,760 annually)
Position Range: B

Summary of Position: This is a skilled clerical position requiring knowledge of current office practices. Work assignments include greeting the public, answering telephones, performing tasks that require attention to detail, taking minutes for specific meetings, accurate word processing, and providing clerical support to Senior Staff as needed or assigned. Basic knowledge of CHA's affordable housing programs preferred.

Major Duties and Responsibilities Include:

- Meet and greet visitors and callers in a courteous, professional manner including but not limited to applicants, tenants, public officials and funding source representatives, direct calls and visitors to appropriate staff.
- Photocopy documents from clients for program staff.
- Prepare and distribute incoming and outgoing correspondence and reports as assigned, including sorting mail.
- Assist with the scheduling of conference rooms.
- Assist in the preparation of survey documentation.
- Complete special projects as assigned.
- Potential for extended hours up to twice a month to record and take minutes for Board of Commissioners meeting and RAB meeting.
- Accept payments per CHA procedure and forward to the Finance Department.
- Perform related work as assigned by the Director of HCV Operations or other senior staff.

Required Knowledge, Skills, and Abilities:

- Knowledge of business English, spelling, arithmetic, punctuation, grammar and filing systems.
- Ability to accurately type 40 words per minute and use a computer and standard or customized computer software.
- Ability to write and transcribe meeting minutes.
- Ability to exercise individual initiative and use discretion in handling confidential matters.
- Ability to communicate effectively with the general public including effectively defusing confrontational situations when needed.

Required Knowledge, Skills, and Abilities Cont'd:

- Ability to give detailed directions to CHA properties from anywhere in Boone County.
- Ability to exercise considerable judgment, tact, and confidentiality in working with applicants and the general public.
- Ability to manage multiple projects in a timely and effective manner.
- Ability to implement, without supervision, continuing assignments requiring materials organization, report preparation, and decision making within the guidelines of policies and procedures.
- Ability to establish and maintain effective working relationships with superiors, associates, administrators, and the general public, as well as the ability to work with a diverse population that includes singles, families, the elderly and persons with disabilities.
- Ability to work with professionals from social service agencies, courts, refugee centers, etc.
- Ability to express oneself effectively both orally and in writing and to prepare clear, concise, comprehensive reports and effective and accurate correspondence.
- Must be able to work extended hours up to 2 days a month.
- Knowledge of federal regulations relating to public housing programs a plus.

Education and Experience:

- High school diploma or equivalent, which includes supplemental training and/or courses in secretarial science.
- Minimum of two years' experience and/or training in clerical and secretarial functions including word processing, operating standard office equipment and records maintenance.
- Ability to type at least 40 words per minute.

Special Requirements:

- Must have a valid Missouri driver's license.
- Must be able to obtain and/or maintain a bank account.
- Must pass a pre-employment drug screening.
- Must pass a background check.

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Employee's Signature Date