

AURORA HOUSING AUTHORITY

Job Title: Receptionist
Reports to: LIPH Director

FLSA Status: Exempt
Department: COCC/LIPH/HCV

Position Summary: The Aurora Housing Authority is seeking a Front Office Position for someone who enjoys and excels at communicating and interacting while providing top-notch administrative skills to program participants, clients, consultants, and general public. Excellent customer service and office support is of primary importance for the Authority's Federal and State Housing Programs. Responsible to perform multifaceted duties and functions for the agency's administration offices with possessing professional knowledge and skills in public office administration not limited to performing receptionist and general clerical duties and functions in accordance with the Housing Authority, HUD, and other applicable Federal, State, Local laws, procedures, policies, and regulations.

Essential Functions: Duties Include but are not limited to;

- Greet the public entering the office; acknowledge people with interviews and/or appointments and informs appropriate staff that they are there; inform customers of programs administered, assist them will filling out applications;
- Answer telephone and direct calls to the appropriate staff or outside offices; take Work order from Public Housing residents
- Learn, and possess a working knowledge of, eligibility requirements of Public Housing, Housing Voucher Programs, and other programs administered by the Housing Authority so that the public can be accurately informed of options available and have questions answered satisfactory;
- Receive incoming mail, sort, and distribute to appropriate staff; Take outgoing mail to post office;
- Assist administrative employees as needed in general office tasks such as making copies or assembling packets;
- General housekeeping and cleaning of front desk and lobby area as needed;

Success factors/job competencies:

- Computer proficiency with Microsoft Office Suite products and a variety of other software applications
- Teamwork – demonstrated ability to build consensus among team members and get results through others
- Problem solving – thoroughly think out and evaluate alternatives, innovative problem resolution
- Management – multitask and organize multiple priorities
- Communication – ability to communicate both in written and verbal forms using organized and concise thought processes
- Commitment to company values

Physical demands and work environment: The physical demands and work environment characteristics described here are representative of those which must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Majority of the duties are performed in an office environment while sitting at a desk or standing performing multiple and intensive clerical functions and duties. Use of computer system and office equipment is mandatory to the performance of the job duties. In some cases, duties will require performing minor physical activity. The noise level in the work environment is usually moderate.

The ability to work accurately and promptly in performing multiple and intensive clerical duties and functions with constant interruptions and little supervision. Employee must be capable of working closely and cooperatively with Executive Director, Program and Department Directors, other management staff and co-workers. Position also requires open, active, and positive communication, positive team approach skills, knowledge and professionalism with Executive Director, department supervisor/director, other management staff, co-workers, applicants, clientele, general public and public/government officials.

Qualifications Required:

- High School Diploma
- Superb customer service skills and excellent written and oral communication skill,
- Proficient in Microsoft Office and computer skills is a must,
- Must be willing to learn and gain knowledge of the Housing Choice Voucher program and LIPH regulations and guidelines.
- Must possess a valid Illinois driver's license
- Must be able to pass a criminal background check

Performance standards:

- Annual performance appraisal
- Attainment of annul goals established between supervisor and employee