

	Position Title	Receptionist
	Department/Status	Property Management/FT Non-Exempt
	Reports to	Property Manager
	Revision Date	November 2024
	Salary Range	\$27,083 - \$39,772

POSITION OVERVIEW

This position is responsible for day-to-day administrative support to the entire organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the work load. The functions listed are also examples of duties that may be required and in no way imply a contractual agreement between the employer and employee or affect the at-will relationship between the parties.

- Professionally manage incoming calls and greet walk-in guests, providing information and referrals as needed, and documenting all interactions accordingly.
- Gather resident feedback to assist Property Management efforts.
- Support agency communications by managing automated messaging systems as requested.
- Collect and process resident payments, including completing End of Day reports for the Operations Manager, and mail receipts per established policies to ensure correct account crediting.
- Receive and distribute mail and packages, notifying the Operations Manager, Executive Director, or relevant department manager upon arrival.
- Maintain a clean and organized reception area, ensuring that all displayed posters and signs are visible and comply with federal, state, and local requirements.
- Assist Property Management and Maintenance teams with correspondence processing, including assisting in the preparation of monthly special claims vouchers.
- Verify, scan, and file daily correspondence, including sign-in sheets and case notes.
- Serve as Records Custodian for the file room(s), overseeing accurate filing, shredding, and disposal of documents.
- Generate and assign work orders, including key requests, based on urgency then order of request.
- Other duties as assigned.

SUPERVISORY RESPONSIBILITIES

This position has no supervisory responsibilities.



REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

- High school diploma or general education degree (GED) with two years of experience in general office and public contact work, preferably in the housing field or equivalent combination of education and experience.
- Knowledge of the vision, mission, and purposes of the Authority as established by the Board of Commissioners and the Executive Director.
- Knowledge of occupational hazards and safety measures.

MINIMUM QUALIFICATIONS REQUIRED

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. To perform the essential job functions, the following minimum qualifications or standards are required:

- Language Skills – Ability to read, analyze and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, draft correspondence, and interpret procedure manuals Ability to effectively present information and respond to questions from groups of managers, residents, partners, vendors, contractors, staff and the general public.
- Mathematical Skills – Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret graphs.
- Reasoning Ability – Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Computer Skills – To perform this job successfully, an individual should have proficient knowledge of Scott Accounting and Microsoft Office software, particularly Outlook, Word, and Excel.
- Physical Demands – The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
 - While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell.
 - The employee must regularly lift and/or move up to 10 pounds, frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds.
 - Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

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- Work Environment – The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.
 - While performing the duties of this job, the employee is occasionally exposed to outside weather conditions.
 - The noise level in the work environment is usually moderate.

COMPETENCIES

To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving – Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- Customer Service – Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Interpersonal Skills – Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.
- Oral Communication – Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions. Demonstrates group presentation skills; Participates in meetings.
- Written Communication – Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.
- Change Management – Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.
- Delegation – Delegates work assignments; Matches the responsibility to the person; Gives authority to work independently; Sets expectations and monitors delegated activities; Provides recognition for results.
- Leadership – Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

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- Managing People – Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes oneself available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services; Continually works to improve supervisory skills.
- Quality Management – Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- Business Acumen – Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- Cost Consciousness – Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.
- Diversity – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.
- Ethics – Treats people with respect; Keeps commitments; Works with integrity and ethically; Upholds organizational values.
- Organizational Support – Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
- Strategic Thinking – Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.
- Judgement – Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Planning/Organizing – Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.
- Professionalism – Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Quality – Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality.
- Quantity – Completes work in timely manner; Works quickly.
- Adaptability – Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

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- Attendance/Punctuality – Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.
- Dependability – Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals.
- Initiative – Takes independent actions and calculated risks; Looks for and takes advantage of opportunities.
- Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

I have received a copy of my job description and understand I am responsible for ensuring that I am able to perform the functions assigned to me in a safe manner according to all laws, agency rules, policies and procedures.

Employee Signature

Date

Employer Signature

Date

