

Brookline Housing Authority

Position Description

Position Title:	Receptionist / Program Assistant	Department:	Subsidized Housing & Applications
Reports to:	Director of Subsidized Housing & Applications	Approved By:	
FLSA Status:	Non-Exempt	Approved Date:	

Summary

The primary function of this position is to provide customer service/reception support to all the departments within BHA by serving as the first point of contact for all incoming calls and visitors. The incumbent provides clerical and administrative support to the Subsidized Housing and Applications Departments and assist BHA visitors with general information of the Section 8 and Public Housing programs and addresses customer, applicant and resident inquiries by directing questions to the appropriate BHA staff and/or department.

All activities must support the Brookline Housing Authority (“BHA” or “Authority”) mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Provides customer service, reception, clerical and administrative support to the Subsidized Housing and Applications Departments; complies with work schedules to assure assignments are completed accurately and timely; responds to requests in a prompt and professional manner. Serves as the first point of contact for all BHA departments.
- Assists subsidized housing and applications staff with intake of applications; maintain records in accordance with applicable programs, and local, state, and federal regulations.
- Manages the BHA switchboard and answers incoming calls and directs them to appropriate staff.
- Receives, sorts, and distributes dropped off correspondence to appropriate BHA staff/mailboxes.
- Inputs general information regarding initial applications, offers, cancellations, move-ins, transfers, new leases, and housed applicants using the authority's computer programs, ensuring data is tracked accurately.
- Periodically assists leasing department staff with annual certifications for program participants.
- Organizes filing system and clerical procedures for housing applicants; maintains accurate and essential files while confirming the security of such records.
- Assist with the production, preparation and mailing of department(s) correspondence such as letters, forms, reports, contracts, and other materials as required.
- Maintains the reception area in a clean, organized and welcoming manner; responsible for the inventory and stocking of informational materials, forms and applications and keeps up-to-date the BHA public bulletin board.
- Assist with special assignments as requested.

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Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, and requirements; and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information to appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries, and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

Education and/or Experience

High School Diploma or GED equivalent and a minimum of 2 years of experience providing general clerical or administrative support and customer service. Experience in rental assistance programs or similar field a plus. An equivalent combination of education and experience may be considered.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Experience with HAB, Inc. housing software a plus. Must have the ability to learn other computer software programs as required by assigned tasks.

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

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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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment: The noise level in the work environment is usually moderate.

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