

## Office Specialist

### **BASIC FUNCTION:**

Under direct supervision of the Occupancy Supervisor, the Office Specialist will perform basic secretarial, clerical, and receptionist functions as required.

### **REPRESENTATIVE DUTIES:**

E=Essential Functions

1. Assist in record management duties; retrieve records for customer requests, schedule inspections, and other appointments; assure timely communications between teams and records office. E
2. Assist customers with the application process. Provide technical assistance to families applying on line or in person. Maintain the on line application process.E.
3. Provide telephone and reception area coverage; greet and help customers, providing program information to the public, staff, residents and agencies, and make appropriate referrals to other staff persons in department or agency; schedule and re-schedule appointments; operate multi-line telephone system. E
4. Take work orders over the phone or in person for PCHA owned/managed properties. E.
5. Collect and receipt rent collected from PCHA owned/managed properties. E
6. Operate a variety of office equipment, such as copiers, scanners, sorters, stuffers, folders, sealers, postal meters and scales; open and distribute mail; sort and distribute incoming U.S. and agency mail; E
7. Maintain a sufficient inventory of office supplies and replenish supplies as necessary; maintain office equipment, including replacing toner and paper in copiers, printers, fax machines, and other equipment. E
8. Assist applicants in determining eligibility for housing and the type of housing which meets their needs; assist applicants in understanding HUD/PCHA rules and regulations, programs and services; assist applicants in completing their applications for housings; key-in applicant information and process applicants for interviews; perform other input data as required. E

9. Provide internal and external housing resource information to assist clients in accessing their needs for the appropriate affordable housing choice(s) and walking participants through the process if necessary. E
10. Interact with the public, customers and agencies in a professional manner to present program information according to program guidelines. Represent the Housing Authority in a positive, professional and confidential manner. E
11. Participate in the development and implementation of goals, work plans, performance measures, and continuous improvement of service delivery to assist in attaining the unit/program/department initiatives and goals, agency core strategies, and mission through a spirit of service, teamwork and respect. Work respectfully and courteously with other employees, residents and the general public. Follow direction, and work well under pressure. E
12. Attend all required training and safety meetings; use, maintain and replace assigned personal protective equipment; report all injuries and illnesses to supervisor immediately; complete and submit incident/accident reports as required; report hazardous conditions or unsafe work practices to supervisor; and follow all safety and health guidelines, practices, policies and procedures, and actively support and participate in the Emergency Preparedness program and tasks. E
13. Perform related duties as assigned.

**MINIMUM QUALIFICATIONS:**

**EXPERIENCE:**

One year of work experience in general office work, or related experience.

**EDUCATION:**

High school diploma or equivalent.

**LICENSES AND OTHER REQUIREMENTS:**

Valid Utah driver's license with fully insurable driving record.

**COMPETENCIES, KNOWLEDGE, SKILLS & ABILITIES:**

**KNOWLEDGE OF:**

1. Interpersonal skills using tact, diplomacy, patience and courtesy.
2. Filing and record keeping system, including document imaging.
3. Clerical skills.

4. Modern office practices, procedures and customer service principles.
5. USPS practices, procedures and rates
6. Verbal and written communication skills.
7. Correct English usage, grammar, spelling, punctuation and vocabulary.
8. Telephone techniques and etiquette.
9. Operation of office machines and equipment such as PC, copiers, scanners, and printers.
10. Math calculation skills.

**ABILITY TO:**

1. Work cooperatively, harmoniously and respectfully with co-workers, supervisors, public and customers.
2. Perform a variety of clerical duties involving typing, filing and maintaining records or reports in support of a special program or department function.
3. Handle multiple tasks and priorities with interruptions.
4. Deal with a variety of people with diverse backgrounds.
5. Effectively plan and organize workload.
6. Communicate effectively verbally and in writing.
7. Understand and follow verbal and written instructions.
8. Operate a variety of office equipment including postage meter, scale, inserter, folder, labeler, computer, scanner, calculator, copier and PC.
9. Operate a computer enter data, maintain records and generate reports using Microsoft Word and Excel, and participant software systems.
10. Perform data entry efficiently and accurately.
11. Meet schedules and time lines.
12. Work respectfully and courteously with staff, residents and the general public.

**WORKING CONDITIONS:**

**ENVIRONMENT:**

Indoor/outdoor environment.

Driving a vehicle to conduct work.

**WORK SCHEDULE:**

May work Tuesday through Saturday, or Monday through Friday, hours to be determined.

**PHYSICAL ABILITIES:**

- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to read a variety of materials and to drive.
- Dexterity of hands and fingers to operate a computer keyboard.
- Standing for extended periods of time.
- Lifting and carrying items weighing up to 40 pounds while going up and down stairs.
- Operate mailing and other equipment.

## HAZARDS:

- Contact with frustrated, dissatisfied, or rude individuals.