

Status: Union

Function: The incumbent in this position has direct contact with public housing residents, contracted vendors and representatives of various community agencies. The incumbent is responsible for providing clerical support and is expected to perform moderately complex data entry, with a reasonable degree of independent action and judgment to support operations at the site-level. Incumbent is called upon to maintain and secure confidential resident files associated with work assignments in this area.

Supervision: The type of supervision governing this class is varied, according to specific work location. Normally the incumbent will receive general supervision from a Property Manager. The incumbent will also receive supervision from the Associate Director of Property Management or his/her designee. The incumbent is not ordinarily expected to provide supervision to other employees but may be required to assist in the on-the-job training of new employees or transferred employees.

Essential Job Duties:

- Assists with initial preparation of leasing of all prospective residents, including obtaining all information for tenancing and rent calculation.
- Assists with and performs resident re-certification process, including verifying income and assets; ensuring completion and signing of all necessary forms; updating household information in tenant management database, and ensuring tenant folders are organized and filed in accordance with in-house procedure.
- Receives communications from tenants, including work order requests, income adjustments, and complaints, and relates information to appropriate agency staff.
- Notifies tenants of unit inspections and assists with all scheduled inspections.
- Maintains updated records and logs for laundry access cards, key cards, keys, parking decals, domestic pet records, etc.
- Assists in the preparation of rent bills, private conferences, in-house agreements and 30-day notices.
- Assists with distribution of rent bills and periodic notifications to tenants.

- Accepts rent payments and provides receipts.
- Receives vacating information from tenants and assists Manager with preparing paperwork for vacating process.
- Accompanies specialists in pest exterminations and other contracted services as needed.
- Assists residents, either directly or via referral, with social services, employment, financial, health problems, etc.
- Performs other related duties of class as required.

Secondary Job Duties:

- Any other related duties of the job classification, as required.

Performance Criteria:

This position is evaluated by the Property Manager. Ability to work well with co-workers and staff is required.

Qualifications and Skills:

- Knowledge of Business English and Business Math.
- Basic knowledge of the rules and regulations governing various Assisted housing programs including, but not limited to, all Federal and State Programs.
- Ability to relate effectively to Housing residents and prospective tenants.
- Strong arithmetic computation skills.
- Basic typing skills and ability to utilize office equipment.
- Ability to work with and maintain a filing system.
- Ability to perform work under time pressure.
- Ability to understand and follow oral and written instructions.
- Good communication skills and strong interpersonal skills.

- Ability to furnish work directions from others.

Physical Demands:

SEDENTARY (requires lifting 10 lbs., carrying small objects) _____
 LIGHT (requires lifting 20 lbs., with frequent carrying of up to 20 lbs.) X
 MEDIUM (requires lifting 50 lbs., with frequent carrying of up to 25 lbs.) _____
 HEAVY (requires lifting 100 lbs., with frequent carrying of up to 50 lbs.) _____
 VERY HEAVY (requires lifting over 100 lbs., such as moving furniture) _____

CODES: C = Continuously, F = Frequently, O = Occasionally, and R = Rarely

A. Standing	<u> F </u>	H. Reaching	<u> O </u>	O. Crawling	<u> R </u>
B. Sitting	<u> F </u>	I. Handling	<u> F </u>	P. Bending	<u> O </u>
C. Walking	<u> F </u>	J. Fine Dexterity	<u> F </u>	Q. Twisting	<u> O </u>
D. Lifting	<u> R </u>	K. Kneeling	<u> O </u>	R. Climbing	<u> O </u>
E. Carrying	<u> R </u>	L. Crouching	<u> O </u>	S. Balancing	<u> R </u>
F. Pushing/Pulling	<u> R </u>	M. Foot Controls	<u> O </u>	T. Vision	<u> C </u>
G. Hearing	<u> C </u>	N. Talking	<u> F </u>	U. Other	_____

Experience and Education:

The nature of this class of work strongly suggests prior clerical experience in a moderately large organization, especially experience in maintenance of uncomplicated financial records, personal relationships with clients and office practices. In addition, completion in Business English and Business Math, office practices, and use of office machines as may be gained by completing a curriculum in business in high school, seem to be warranted of a candidate. Candidate must be bondable. Good communication skills and strong interpersonal skills are necessary. Good physical health is called for in this position. Requires possession of a valid Massachusetts driver's license and own transportation.