

# BUTLER METROPOLITAN HOUSING AUTHORITY

An Equal Opportunity Employer

## POSITION DESCRIPTION

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Position Title: Receptionist S-8	Dept./Division: Section 8
Name of Incumbent:	Position Number:

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Reports To: Section 8 Manager	Employment Status: Full-time
Pay: 6	FLSA Status: Non-Exempt
Probationary Period: See Union Contract/Personnel Policy	Normal Hours: 8 Hours

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### **JOB SUMMARY:**

Responsible for greeting, assisting and directing the public; handling and directing incoming telephone calls; and maintaining the lobby area.

### **QUALIFICATIONS:**

High school diploma or equivalent with six (6) months of clerical experience. Excellent written and verbal communication skills and attention to detail and accuracy.

### **LICENSURE OR CERTIFICATION REQUIREMENTS:**

Must possess a valid State of Ohio driver's license and show evidence of personal vehicle insurance with adequate liability protection.

### **ESSENTIAL FUNCTIONS OF THE POSITION:**

1. Maintains agency switchboard and reception area; directs calls and visitors appropriately.
2. Maintains record of agency visitors.
3. Monitors and maintains required reporting forms and makes necessary changes.
4. Assists applicants/tenants with copying requests, responds to inquiries, and collects information.
5. Assists in copying briefing and landlord packets.
6. Retrieves, date/time stamps mail and all correspondence received at the front desk, and distributes department mail and faxes.
7. Maintains monthly referral list of available units as approved by interested landlords.
8. Receives and records tenant retro payments.

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Date Adopted:

Revised: 9/13/01 Res. #1574, 7/24/03; 6/22/06 Res. # 1918; 5/31/07; Res. #2006 7/26/07

- 9. Processes Intent to Vacate form (with forwarding address) and Key Return form.
- 10. Prepares monthly reports as required.
- 11. Initiates and assists with completion of client application; determines required verifications and conducts initial application interview.

**OTHER DUTIES AND RESPONSIBILITIES:**

- 1. Attends workshops or seminars related to duties performed.
- 2. Performs other duties as assigned by Section 8 Manager.

**KNOWLEDGE OF:**

Applicable state and federal statutes; HUD regulations, policies, and procedures; data processing techniques and procedures; public relations; records management; MS Office; MS Windows.

**ABILITY TO:**

Handle confidential information with tact and discretion; perform duties in a normal office environment; modern office equipment.

**EQUIPMENT OPERATED:** N/A

**POSITIONS SUPERVISED:** N/A

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent. My signature below signifies that I have reviewed and understand the contents of my position description.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date