

FRANKLIN COUNTY HOUSING AUTHORITY

CLERK 2

Definition: This is moderately complex clerical work involving the processing of documents in a variety of functions.

An employee in this class performs a variety of document processing activities including the verification of information, arithmetic calculations, coding, and assisting the public in completing governmental forms. The employee must possess and communicate accurate information about the Housing Authority programs, application process and occupancy rules and requirements. Work involves use of a computer and a Housing Authority specific software program. Work may involve providing training and guidance to new employees. Employees work with considerable independence within standard operating procedures, however, detailed supervisory guidance and review is received for new or unusual situations and changes in operating procedures and policies.

Examples of Work: Maintains alphabetic, numerical, chronological, and similar files by inserting and/or retrieving documents, preparing new file folders, preparing index cards, cross-indexing, and posting and updating file contents.

Apply general program policies and procedures through daily interaction with participants of the Housing Authority programs. Responds to tenant supplied information, and determines what procedures to pursue or utilize to provide correct information.

Utilizes a housing authority specific software program to process a variety of tenant and applicant functions such as: tenant rents, payment histories, applications for housing, requests for maintenance, complaints, and general program information.

Collects payments in the form of cash, check or money order, inputs data into computer system, prepares daily bank deposit. Provides proper documentation to accounting department.

Acts as the first point of contact for the organization by answering a multifaceted telephone system, transferring calls, and managing the computer driven telephone system. Additionally acts as the first point of contact for all persons to the administrative offices. Performs receptionist duties by greeting visitors, directing individuals to proper office locations, taking information.

Receives requests for work orders, generates the work order, distributes to the maintenance department and finalizes work order upon completion by maintenance.

Prepares documents and schedules required actions for tenant housekeeping inspections, eviction processes, and other notices and memos for tenants. Additionally prepares documents used by management staff to process housekeeping inspections.

Provides assistance to management aides in the processing of applications and the tenant certification/recertifications to include, but not limited to, data collection and third party verifications.

Schedules the use of the community center for residents and community groups.

Inputs data onto computer from applicant and tenant data forms.

Files and retrieves materials by systematically sorting and storing documents alphabetically, numerically, chronologically, or using similar filing methods.

Opens and sorts mail into designated categories, placing it into labeled boxes or receptacles for the organization segment or address.

Performs related work as required.

Required Knowledges, Skills, and Abilities: Knowledge of English grammar, spelling, and punctuation at a level equivalent to that used in writing or adjusting written materials normally consisting of simple sentence structures, one and two syllable words, and punctuation marks for word, number, and sentence separation.

Knowledge of standard office procedures, practices, conduct, and actions necessary in maintaining harmonious working relationships.

Knowledge of the techniques applied in using the English dictionary.

Knowledge of standard office procedures and practices such as the types, organization, and use of standard office files, logs, forms, and letter formats.

*Knowledge of intermediate arithmetic which involves calculations similar to adding and subtracting common fractions; and multiplying and dividing by two or more digits, whole numbers, or decimal multipliers and divisors.

Ability to understand and follow oral and written instructions which explain multifaceted procedures.

Ability to perform within processing procedures which involve an understanding of multiple aspects and application of varied standards.

Ability to proofread information for conformance with a prescribed pattern or form, to assure the adherence to clerical office methods, or for compliance with specific administrative or procedural rules.

Ability to transfer information and present it in a modified form according to rules and procedures.

Ability to compose straightforward, informational correspondence such as transmittals or acknowledgements in reply to requests or questions on the work process or related information.

Ability to perform basic arithmetic calculations such as the adding and subtracting of whole numbers and decimals; and multiplying and dividing by one digit whole number or decimal multipliers and divisors.

Ability to organize work and develop effective work methods in an area which involves variable phases of different techniques and procedures.

Ability to make duty oriented decisions on the basis of well defined standards and precedents.

Ability to operate office and mail processing machines such as the adding machine, photocopier, and postage meter.

Sufficient physical dexterity to allow performance of clerical work such as filing, sorting papers, opening mail, and the unskilled operation of office machines.

*Special selection criteria based upon the nature of the position.

Minimum Experience and Training: Six months as a Clerk 1 and educational development to the level of the eighth grade;

or

Completion of a high school business curriculum;

or

Any equivalent experience and/or training which provide the required knowledges and abilities.