

# FRANKLIN COUNTY HOUSING AUTHORITY

## CLERK TYPIST 2

**DEFINITION:** This is moderately complex clerical work involving the regular use of a computer system and associated software programs, specifically a housing authority data base program, with occasional typing and processing of documents in a variety of forms. Must be able to create and complete power points.

The employee performs clerical duties of increasing or moderate complexity. The employee interacts with the public and 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 the application of a housing authority specific software program, as well as occasional typing, processing and filing of a variety of documents. Work also includes the skilled utilization of specialized equipment such as a computer, typewriter, fax machine, mail machine and telephone system. Employee works with considerable independence within standard operating procedures; yet receive supervision or guidance for new or unusual practices or changes in the operating procedures and policies.

### **EXAMPLES OF WORK PERFORMED:**

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.

Prepares end of month reports for the following departments: accounting, management and maintenance.

Provides assistance to management aids in the processing of applications and the tenant certification/recertification's 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.

Occasionally types information from handwritten copy onto forms, form letters, cards, envelopes, labels, charts, and transmittals.

Proofreads typed documents to insure accuracy.

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 computer system utilizing Windows operating system and related software to include power point presentations, publisher etc.

Ability to understand and apply procedures, which involve an understanding of multiple programs and the application of a variety of standards.

Ability to learn and apply housing authority specific software database efficiently.

Ability to interact with the general public by telephone and direct interaction.

Ability to work in a fast paced office with frequent interruptions and regular distractions.

Ability to perform within prescribed office procedures, maintain harmonious working relationships, and function according to work practices and conduct.

Ability to understand and follow detailed straightforward oral and written instructions.

Ability to learn the use of specialized computer systems, phone systems, fax machines, typewriters, mail machine and copy machines.

#### **MINIMUM EXPERIENCE AND TRAINING:**

Six months as a Clerk Typist 1 and High school diploma or equivalent GED certificate;

Or any combination of equivalent experience and training.

