

POSITION DESCRIPTION

HOUSING CLERK

DATE: _____

REVISED DATE: _____

REPORTS TO: Property Manager

POSITION SUMMARY: Responsible to the Property Manager. Employee exercises some judgment and initiative in carrying out day-to-day responsibilities subject to established procedures, practices and standards. Duties require basic knowledge of HUD regulations on tenants and the ability to maintain clerical records and prepare accurate and concise reports. Work involves considerable and constant public contact. Work assignments are received orally and in writing and are performed under the supervision of the Property Manager who periodically reviews work through meetings, reports and analysis of results obtained.

MAJOR DUTIES AND RESPONSIBILITIES MAY INCLUDE:

1. Collects rents and other charges.
2. Provides basic information about Authority programs to the public.
3. Performs filing tasks.
4. Assists in the preparation of mailings.
5. Uses tact and courtesy, answers all incoming calls and screens them for proper handling.
6. Must gain general working knowledge of all housing programs including but not limited to: conventional low rent housing, Housing Assisted programs, and work order programs.
7. Handles the work order system: receives work reports by phone or in writing; logs in work orders and inputs into the work order system; dispatches work order to appropriate personnel; receives completed work orders; initiates chargebacks if applicable; generates work order activity/status reports and files completed work order in appropriate files.
8. Determines problems and assigns work orders to proper Maintenance personnel for completion.
9. Handles the Planned Maintenance (P.M.) System: keeps P.M. System up to date

by adding/deleting files as items are installed or salvaged; routinely reviews P.M. files and initiates pre-printed work orders for scheduled P.M. work; receives completed P.M. work orders, and documents work performed in master file; reschedules P.M. work, then re-files and generates P.M. activity/status reports.

10. Assists in the controlled stock system: receives stock, verifies shipping list with P.O.'s and stock shelves; issues stock and document transaction; issues, receives, and maintains checkout tools and equipment; keeps inventory control system current; keeps vendor lists current; locates replacement and spare parts for maintenance personnel; and keeps the controlled stockroom clean and in order.
11. Performs various basic bookkeeping or accounting functions, such as verifying cash received against receipts, develops Daily Statement of Operations (DSO) report and compares with bank deposits, issuing receipts for payments and posting payments to resident files in computer system or inputting rent payments, resident accounting transactions and resident file maintenance to the computer system.
12. Completes purchase order protocol in accordance with project based HUD protocol.
13. Performs various analyses as assigned, such as analysis on resident accounts and verifies collection loss accounts.
14. Assists in maintaining and compiling statistical and other data required for various records, reports and programs.
15. Completes all the necessary data input and reporting tasks for the Authority's work order process at each property.
16. Attends meetings as assigned.
17. Uses tact and courtesy, answers all incoming calls and screens them for proper handling.
18. Handles public housing affairs involving tenant relationships and resolving any problems that arise.
19. Posts miscellaneous charges and penalties.
20. Maintains computerized rent rolls, trial balances and daily Statement of Operations.
21. Types letters, dispossessory warrants, delinquent rent letters and other office forms and records.
22. Assimilates data on various refunds and payments for entry into computer system.

23. Must gain general working knowledge of all housing programs including but not limited to: conventional low rent housing and Housing Assisted programs.
24. Performs other reasonably related duties as assigned by the Housing Manager or requested by other management as required.
25. Issues receipts for payments and posts payment to resident files in computer system.
26. Verifies cash received against receipts, develops Daily Statement of Operations (DSO) report and compares with bank deposits.
27. Balances daily bank collections and works with Accountant toward resolution of errors.
28. Inputs rent payments, resident accounting transactions and resident file maintenance to the computer system.
29. Prepares analysis on resident accounts and verifies collection loss accounts.
30. Assists in maintaining and compiling statistical and other data required for various records, reports and programs.
31. Assist accountant in providing backup role to process accounts payable or payroll as required.
32. Makes bank deposits as required.
33. Administer Petty Cash fund.
34. Show vacant housing units to prospective tenants.
35. Attend meetings such as the Board of Tenant Affairs.
36. Calculates move-out charges and/or tenant refunds.
37. Readies computer for backup of data.
38. Performs other reasonably related duties as assigned by immediate supervisor and other management as required.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Must have clerical aptitude, good judgment, tact and courtesy.
2. Knowledge of HUD and Housing Authority rules, regulations and policies on tenant

selection and Work Orders and/or required forms and reports.

3. Skill in the use of typewriter, calculator, computer and other common office machines.
4. Ability to make routine decisions in accordance with administrative rules, regulations and policies.
5. Ability to understand and follow oral and written instructions.
6. Ability to maintain clerical records and prepare accurate reports from varied accounting and/or statistical information.
7. Ability to establish and maintain effective working relationships with other employees, superiors and the general public.

EDUCATION AND EXPERIENCE:

1. Graduation from High School with training in business or a related field.
2. There is no years-of-experience requirement for this Position. This Position is often treated as an entry level position, although experience is preferred.
3. Or an equivalent combination of education and experience deemed by the Housing Authority to meet the required knowledge, skills and abilities.

SPECIAL REQUIREMENTS:

1. Must have a valid State of Rhode Island vehicle operator's license.
2. Must be capable of operating various types of office business machines including a computer through a standard keyboard.
3. Bilingual preferred (English and Spanish).
4. Must be bondable.

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 O H. Reaching O O. Crawling R

B. Sitting	<u>C</u>	I. Handling	<u>F</u>	P. Bending	<u>O</u>
C. Walking	<u>O</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>R</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	<u> </u>

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of responsibilities, duties and skills required of personnel so classified.