

HOUSING AUTHORITY OF THE CITY OF NEW BRITAIN  
16 ARMISTICE STREET \* NEW BRITAIN, CT 06053

**TITLE: RECEPTIONIST/ADMISSIONS CLERK**

**DEPARTMENT: Executive Office**

**JOB STATEMENT: The Receptionist/Admissions Clerk is responsible for the highest level of customer service for both clients and staff in providing a point of contact for walk in traffic, incoming telephone calls and providing office support to the Admissions departments.**

**POSITION DEFINITION:** Receives and directs visitors to appropriate units or persons; receives and directs phone calls to appropriate units and/or persons; performs copying work for staff; and performs routine office clerical and minor accounts clerical work as assigned.

**GENERAL DUTIES:** Receives oral or written instructions from Supervisor. Plans work according to office or standard procedure. Operates main telephone console for Housing Authority. Receives and routes calls to proper units or persons. Places long-distance phone calls as needed. Maintains daily log of long-distance calls to reconcile authorized and personal calls. Trains relief receptionists. Receives and directs visitors to various offices and/or persons. Answers telephone inquiries concerning housing application procedures or refer to admissions staff. Mails application forms upon request. Opens, stamp dates and codes utility bills. Records usage information from bills for review by accounting unit. Opens and stamp dates admissions department mail. Provides information to applicants/clients who call in utilizing computer data. Performs routine clerical accounting tasks. Answers general questions from visitors. Completes purging of the waitlist and related mailings. Reports work accomplished to Supervisor or Executive Assistant. Open and close lobby and ensure lobby is clean and organized at all times.

**ADDITIONAL DUTIES:** Operates copying machine to produce multi-copies of forms, documents, and reports for units. As needed, answer maintenance service calls from residents, generates work orders and inform appropriate staff. Data entry of new applicants. Clips and files newspaper, magazine, and periodical articles pertaining to Authority in public relations scrapbook. Performs related clerical work, including filing, typing, as assigned. Attend department meetings and agency staff meetings. Maintains social media sites as instructed by the Executive Office. Other duties as assigned.

**SUPERVISED BY:** Receives general supervision from Executive Director or designee and task supervision from the Executive Assistant.

**QUALIFICATIONS PROFILE:** The skills and knowledge would generally be acquired with graduation from high school, high school diploma or equivalent. Office receptionist and general clerical experience preferred. Ability to deal effectively with the general public and employees. Ability to learn locations and general functions or the units of the Authority. Ability to add, subtract, multiply and divide all units of measure. Exceptional Customer Service Skills. Ability to operate Microsoft Office Software and data processing equipment. Ability to type accurately.

Ability to maintain confidentiality in all assignments as mandated. Sensitivity to the needs of persons of diverse social, cultural and economic backgrounds is essential. Bilingual, English/Spanish preferred.

**LICENSE OR CERTIFICATE:** Valid Driver's License.

Note: The above description is illustrative of tasks and responsibilities. It is not meant to be all-inclusive of every task or responsibility.