

Housing Authority of Lancaster, SC

Job description-Front Office Assistant

This is a Temp to Hire Position

Reports to the Executive Director/Housing Manager

This position is the first point of contact for residents, applicants and visitors to the Housing Authority. This role will be dedicated to answering phone calls and assisting with admissions and occupancy procedures. The Front Office Assistant supports the Admissions & Occupancy Specialist and ensures the office runs smoothly and that all interactions with residents, applicants and visitors are handled professionally and efficiently.

Major Duties and Responsibilities

Answer incoming phone calls in a professional and courteous manner

Maintain a welcoming, organized and clean front office environment including the lobby

Provide basic information about application process, housing programs and other general inquiries about the Housing Authority

Maintain accurate visitor records for those entering the office

Maintain accurate inventory of office supplies as required by administrative staff

Admissions & Occupancy

Assist applicants with completing housing applications, and ensuring they are accurate, and all information required is provided

Support the Admissions & Occupancy Specialist by preparing and organizing documents for tenant move-ins, transfers, move-outs or other needed tasks.

Assist in the collection and verification of applications such as income verification, background checks, or other needed information.

Compliance and Communication

Maintain applicant and resident confidentiality and ensure all documentation is accurate and in compliance with the Housing Authority and HUD's regulations, policies and procedures

Maintain compliance with all relevant Housing Authority and HUD regulations, policies and procedures

Address tenant concerns and provide clear communication in a respectful manner regarding the status of applications including the waiting list

Performs other related duties as required.

Required Knowledge and Abilities

Knowledge of office equipment including copiers, personal computers, mainframe terminals, calculators, facsimile machines, etc.

Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the Housing Authority and/or HUD.

Ability to orient other workers and to explain organizational policies, rules, regulations, and procedures.

Ability to assist in planning, promoting, and evaluating housing and housing-related programs.

Ability to prepare and present ideas in a clear and concise manner, both orally and in writing.

Ability to utilize a computer and analyze data.

Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, residents, HUD, and local, state, and federal officials; ability to communicate with people from a broad range of socioeconomic backgrounds.

Ability to handle conflict.

Ability to work in less-than-ideal conditions, e.g., noise, high traffic areas, etc.

Physical Requirements

Level of manual dexterity sufficient to allow for operation of typewriter, terminal keyboard, telephone, facsimile machine, calculator, etc.

Ability to move, handle, or lift small objects around desk area, e.g. files, computer printouts, reports, calculator, pencils, legal pads, etc.

Ability to stoop, kneel, bend, stretch, crawl, etc.

Ability to access all units.

Minimum Education, Training, and/or Experience

Graduation from a standard high school, including or supplemented by courses in business or related field.

To apply for this position send resume to:

Veronica Williams @ veronica.williams@lancasterha.org