

Position Title: Principal Clerk

Department: Admissions

Status: Non-exempt

Level: 4

POSITION SUMMARY: This is a clerical support position that requires extensive customer service support to the general public and primarily involves the acceptance and processing of applications for public housing. A calm and pleasant demeanor, strong organizational skills, attention to detail, and the ability to complete basic math equations are critical to the position. Bilingual (English/Spanish) speakers preferred. Salary is \$19.43/hour to start (effective 04.01.18).

ESSENTIAL FUNCTIONS:

1. Provides quality customer service to a wide variety of people;
2. Provides applications, explains application process and explains eligibility guidelines to prospective tenants;
3. Accepts applications and enters information from applications into ledgers and database;
4. Collects, interprets and processes applicant information to determine eligibility for all subsidized housing programs;
5. Updates manual and computerized ledgers and applicant files;
6. Maintains filing system and waiting list for all applications;
7. Executes unit offers to applicants ensuring adherence to local, state, and federal regulations, directives, and laws.
8. Monitors unit vacancies of available public housing stock and applicant waiting lists.
9. Assists and makes recommendations to the Director of Admissions regarding applicant eligibility determinations,
10. Processes incoming and outgoing mail;
11. Answers telephone, routes inquiries to appropriate parties, types correspondence and reports, prepares files.

OTHER RESPONSIBILITIES:

1. Performs similar job-related duties as assigned.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. High school diploma (minimum);
2. 2 years' experience in an office environment

3. Knowledge of filing systems, and pleasant telephone answering skills;
4. Ability to type a minimum of 35 words a minute;
5. Strong organizational, interpersonal and customer service skills;
6. Strong computer skills with demonstrated working knowledge in Microsoft Word, Excel and Outlook;
7. Capable of being certified through the Criminal History System Board to access Criminal Offender Record Information (CORI) for the purpose of determining suitability of prospective tenants and participants for WHA's public and leased housing programs;
8. Ability to perform basic mathematical functions including addition, subtraction, multiplication, division and the calculation of percentages;
9. Ability to work in a busy office environment;
10. Aptitude for detailed oriented work;
11. Ability to respond professionally and courteously to constant workday interruptions;
12. Ability to receive, understand and follow orals and written instructions;
13. Ability to read, write, speak and understand English is required;
14. Bilingual (Spanish) is preferred;
15. Ability to be relied upon to be available for work.