



**FERNDALE HOUSING COMMISSION
JOB DESCRIPTION**

PART-TIME RECEPTIONIST/OFFICE ASSISTANT

SUMMARY: This position serves as a key ambassador for the organization, providing front line customer service, administrative, and clerical support for both Housing Choice Voucher and Public Housing programs.

ESSENTIAL JOB DUTIES

Essential job duties include but are not limited to the following, and may be performed with or without reasonable accommodation:

1. Serves as receptionist and first point of customer contact for the Ferndale Housing Commission in person, by telephone, email, and other means. Greets, screens, and directs visitors and callers.
2. Assists customers with navigating FHC programs and systems. Offers excellence in customer support to ensure their experience is seamless. Responds to routine requests, provides information and forms, explains processes and procedures, assists with standard transactions, and refers more complex issues to other staff as needed.
3. Handles incoming and outgoing mail. Opens, sorts, time stamps, logs, and distributes mail. Processes outgoing mail, monitors postage machine, and takes bulk mailings to Post Office as needed.
4. Receives and logs work orders, building/property maintenance issues, lease violations, and other routine requests. Makes follow-up calls to keep customers updated on the status of their request. Manages common calendar of community room reservations.
5. Provides general clerical and administrative support for both programs. Makes copies, prepares packets, makes phone calls, enters data, files paperwork.
6. Assists with quality control file reviews to ensure all required forms are completed and calculations are accurate.
7. Provides bookkeeping assistance for accounts payable process. Follows up on invoicing issues, ensures vendor files and information are complete, and enters data. Collects statements and financial documents for Fee Accountant.
8. Monitors, orders and stocks office supplies, materials, and forms. Troubleshoots office equipment and coordinates service and repairs.
9. Assists with errands, helps with room set-up and event coordination.
10. Prepares and distributes informational materials including posters and postings at the office and public areas, and building-wide distributions.
11. Handles general office maintenance tasks such as office recycling, off-site recycling and/or document or equipment disposal. Organizes storage rooms and ensures upkeep of common staff areas.
12. Assists with special projects as assigned, such as waiting list opening/closing and purging and annual file retention activities.

13. Ensures confidential and sensitive information is handled according to federal regulations and agency policy.
14. Performs other duties as needed.

REQUIRED COMPETENCIES

The following competencies are required to successfully perform essential job duties. This list is not intended to be all-inclusive.

- ✓ **Technical Ability**: familiarity with general procedures on both programs to effectively direct customers and assist with basic inquiries.
- ✓ **Initiative**: confidence in identifying what needs to be done, and proactively addressing office needs without direction; and taking action as needed to independently accomplish tasks and assignments.
- ✓ **Sound Judgment**: ability to interpret and apply program policies in a manner consistent with agency mission and philosophy and seek assistance or guidance when appropriate.
- ✓ **Discretion**: ability to handle extremely sensitive and confidential information and maintain professionalism in difficult situations.
- ✓ **Emotional Intelligence**: skill in handling interactions with customers, other staff members, program participants, the public and others with tact, diplomacy, compassion, and professionalism; including challenging and sometimes confrontational customer interactions.
- ✓ **Strong Team Member**: ability to work constructively with other team members, even those who may have different personalities and approaches to work; seeking the best in others and being open to seeing things from another's point of view; assuming the best in one another's intentions; readily pitching in to ensure organizational goals are met.
- ✓ **Independent problem-solving**: self-motivation to proactively seek out solutions, research alternatives, and prepare suggestions.
- ✓ **Organizational aptitude**: ability to organize and maintain paper and electronic files, track information and data, and complete related tasks.

MINIMUM QUALIFICATIONS

The following qualifications or an equivalent combination are required for the position.

1. High school diploma or the equivalent is required.
2. Associate degree or equivalent is helpful but not required.
3. Basic level user of standard office software (Microsoft Outlook, Word, Excel) and ability to learn agency software is required.
4. Willingness to participate in ongoing professional development, including customer service, computer, and general HCV/Public Housing, required.
5. Commitment to the community we serve and ability to put our organizational values pertaining to diversity, equity, and inclusion into action.

PERFORMANCE MEASURES

In addition to the duties and competencies within this job description, some or all of the following measures may be used to assess performance and professional development needs.

- ✓ Accuracy and completeness of work; timeliness in response to customers
- ✓ Consistency in commitment to work (attendance, productivity)
- ✓ Customer Service Feedback (resident surveys) and secret shopper reports

SUMMARY OF COMPENSATION/BENEFITS PACKAGE

The pay range for this position is \$15.00/hour to \$17.00/hour depending on qualifications and performance. Below is summary information on benefits available to part-time staff. More detailed information is contained within the Personnel Policy Manual.

Paid Holidays & Time Off: Part-time positions receive paid holidays and prorated paid time off. FHC observes 14 paid holidays and provides an additional floating holiday that can be used anytime. Part-time staff are paid for all holidays they are regularly scheduled to work, and also have the floating holiday. FHC offers additional paid time off to part-time staff on a prorated basis, accrued at 18 days per year for the first two years, then increasing to 24 days in years 3 – 5, then 27 days through year 10 and capping at 30 days per year after 10 years of service. Paid time off may be used in any increment (15 minutes up to a full day) for illness, to care for a child or other loved one, for vacation, for personal appointments, or any other reason an employee may need time away from work.

Tuition Reimbursement: FHC reimburses 50% of qualified tuition up to \$2,000 per employee, per calendar year. Part-time staff are eligible after completing one year of employment. Qualified tuition includes coursework at an accredited college/university taken in pursuit of an Associate degree or Bachelor degree in a job-related field of study. A passing grade is required.

Retirement Program: Part-time staff may choose to participate in an optional 457-retirement savings program. Employees are immediately vested, and they direct their own investments. FHC handles all administrative costs. This is 100% employee funded through pre-tax payroll deduction, except when cashing in unused paid time off to fund the 457-retirement plan.

WORK SCHEDULE & LOCATION

This is a part-time position requiring 20 to 30 hours per week. As the primary customer service contact for the office, this position is required to work in the office on a schedule that falls within regular business hours (M-F between 8 & 5.) There is significant flexibility in scheduling. Children and pets are welcome at the office on a periodic basis with preapproval to ensure a safe environment. Work will be performed primarily at 415 Withington, but also may be occasionally performed at 500 East Nine Mile.

APPLY: Email letter of interest and application to hvanpoucker@ferndalehousing.com. Resume helpful but not required. No phone calls please. Position will remain open until filled.