



Alto Housing Authority

282 Wright Patman Drive / Alto, TX 75925 PH: (936) 858-4921 FX: (936) 858-3923 E-Mail: Director@AltoHousing.org

JOB DESCRIPTION for INTAKE CLERK (prior to training certification) / SPECIALIST (after certification)

SUMMARY

INTAKE SPECIALIST is SALARIED position when employed at a full-time schedule; part-time would be at an hourly rate. Decision on schedule as to full or part time can be flexible, as funding permits AND the employees desire to work allows. 40 hours / week is PREFERRED whenever possible. Immediate supervisor is the Deputy Director. The Intake Clerk / Specialist is responsible for initial contact with program applicants, for maintaining courteous and effective communication with Public Housing residents and HCV Program Participants and for internal communication with all staff members.

AREAS of RESPONSIBILITY INCLUDE:

1. Maintain front desk / Intake area and server room, including copy equipment and telephone communications.
2. Utilize courteous and effective communication and judgment skills, particularly at busy times.
3. First Contact for rent payment receipt
4. Assists case workers with verification process for applicants or program participants
5. Identify and report office equipment issues
6. Handle mail-outs as assigned by other staff members
7. Assist residents with reasonable requests for assistance and documents
8. Remain abreast of Alto Housing Authority and HUD policies as well as procedural updates
9. Report all complaints or rule violations to the appropriate staff member
10. Other duties as assigned

JOB DUTIES

- Day-to-day operation of intake/reception area, including applicant and client contact and telephone control; function as “gate keeper” to prevent unnecessary calls or referrals to other staff
- Conduct initial contact with prospective clients; issue applications, explain criteria, etc.
- Collect rent, security deposit, pet fee, repay and other charged payments; issue hand-written receipts and deliver payment to appropriate staff member for computer receipt generation. Post probationary period, this duty may be expanded to include data entry of payments into existing software and printing computer generated receipts for clients while they are still in office. Whether or not this transition should occur and when it will occur will be decided by the immediate supervisor and the Executive Director.
- Issue work orders immediately upon resident request or other notification using PHA-Web software. Notify Maintenance via phone or text of orders with priority status. Once data is received from maintenance regarding hours of labor and materials used during the repair, key the data to close out work order into the system and print hard copy of completed work order for inclusion in the Maintenance Case File and/or Resident Case File.
- Assist maintenance with requests for supplies (*approval by ED required before order placed*); check-in materials and supplies to software inventory control lists when delivered (*or confirm this was done at time of order*); store office supply inventory appropriately and make arrangements for maintenance inventory to be delivered to that building – or deliver and store it yourself. Notify supervisor when ordered items did not arrive or arrived in damaged condition.
- Maintain inks and paper supplies in all copy machines on a daily basis. This includes the main printer/copier AND printers/copiers in every office. Report any equipment or supply issues to the Deputy Director or the PH Manager, as appropriate.
- Assist all case workers and Executive Director with their appointment schedules and that of the inspection contractor using Microsoft Outlook shared files. Gain sufficient familiarity with appointment requirements of the various staff members so that independent decisions regarding set up and change of appointments is possible without consult with staff.
- Issue applications to prospective clients; counsel them in appropriate completion of same and accept and stamp in completed applications. Collect required ID and income documents from applicants or program participants at time of recertification. Assemble applicant folders in the appropriate order once application is received. Key data to software as soon as collected.
- Conduct verification on income/expenses for applications – and – upon request from case workers – assist them with verification procedures for recertification of existing clients.
- Other duties as assigned.



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MINIMUM REQUIREMENTS

- High School Diploma or GED
- Clear criminal history / drug abuse check
- Proficiency with Microsoft Office, especially Excel, Outlook and Word – or ability to gain such proficiency within a reasonable time frame post hire.
- Ability to learn demands of Housing-specific software within probationary period

PHYSICAL DEMANDS and WORKING CONDITIONS

- Ability to work well in an office environment which is primarily sedentary requiring sitting for extended lengths of time, but where occasional lifting of heavy files (up to 20 pounds) and/or bending to retrieve or replace files is often required. Must have sufficient dexterity of hands to operate a computer keyboard and other basic office equipment.
- Ability to use interpersonal and/or customer service skills including tact, diplomacy, patience and courtesy
- Ability to maintain filing and record keeping systems, including document imaging
- Ability to perform basic variety of clerical skills, including typing, filing and maintaining records or reports in support of housing programs with a **high degree of accuracy** – especially with Microsoft programs such as Excel, Outlook and Word
- Ability to communicate well, both verbally and in writing
- Ability to operate office machines and equipment such as PC, copiers and printers
- Ability to work cooperatively, harmoniously and respectfully with co-workers, public and residents
- Ability to handle multiple tasks and priorities with interruptions
- Ability to deal with a variety of people with diverse backgrounds and occasionally to handle with tact those persons who present themselves in a dissatisfied or abusive manner
- Ability to effectively plan and organize workload to meet schedules and timelines

ETHICS

As a federally funded agency, AHA is committed to maintaining the highest of ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of integrity, professionalism and honesty, to merit the respect of our co-workers, clients, partners, vendors and the general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy and responsiveness.

Disclaimer

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

By my signature below, I indicate that I have received a copy of this job description and am aware that it describes in general what the duties of my job description are intended to be. I also understand that there may be further duties assigned to me that are not described here but will be based upon the need and my demonstrated ability to perform those duties.

Employee Signature

Date