

# OPEN RECRUITMENT

## *Job Announcement*

April 20, 2021



**Position Title:** Special Programs Housing Clerk  
**Department:** Special Programs

### **SUMMARY:**

Under the direction of the Special Programs Administrator, the Special Programs Housing Clerk is responsible for receiving department calls, people and performing clerical work in the assigned department. The Special Programs Housing Clerk position will perform some or all of the specific duties listed below.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

1. Screens calls using tact and diplomacy; accurately refers calls to other Agency resources; takes accurate phone messages, and directs callers to voice mail when appropriate.
2. Greets incoming visitors and clients, determine the nature of their business, and direct them to appropriate staff.
3. Sends notices of annual re-exam to participants and agency case manager.
4. Delivers information provided by applicants, participants, or owners to appropriate management level.
5. Prepares briefing packets, owner information or reexamination packets.
6. Responds to applicants or other interested parties regarding program information, waiting list information, and other similar inquiries.
7. Receives and reviews request for inspections.
8. Processes PASSED initial inspections.
9. Maintains all files for assigned department to include voucher clients and inspections.
10. Makes copies of materials as directed.
11. Performs other duties as assigned including temporary assignments at other locations or doing other functions commensurate with the qualifications and knowledge of this position.

### **Job Competencies:**

- Knowledge of general office practices and procedures, business English and basic mathematics;
- Proficient typing/word processing (minimum of 35 WPM), file maintenance, and 10-key skills;
- Working knowledge of personal computer applications and software to develop spreadsheets, databases to include Microsoft Suite (word, excel, PowerPoint);
- Ability to meet established deadlines;
- Ability to understand and follow moderately complex written and oral instructions;
- Ability to communicate with and relate to persons of diverse backgrounds and abilities and to establish and maintain effective working relationships with participants, landlords and other employees;
- Ability to plan and prioritize duties;
- Knowledge of spoken and written Spanish preferred but not required;





## QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and /or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience:**

- High school diploma or GED. One (1) year of general clerical experience, or an equivalent combination of education and experience.
- Employee must possess a valid Texas driver's license or acquire one within the first 30 days of employment and be eligible for coverage under the agency's fleet auto insurance.

### **Behavioral Competencies:**

This position requires the incumbent to exhibit the following behavioral competencies:

Problem Solving: Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: Understands that all Authority employees have external and/or internal customers that they provide services and information to; honors all of the Authority's commitments to customers/residents by providing helpful, courteous, accessible, responsive and knowledgeable customer service.

Interpersonal Skills: Focuses on solving conflict, not blaming; maintains confidentiality; listens to others without interrupting; establishes rapport when working with others.

Teamwork: Cooperates with others to accomplish common goals; works with employees within and across his/her department to achieve shared goals; treats other with dignity and respect and maintains friendly demeanor; values the contributions of others.

Results Orientation: Consistently delivers required agency results; sets and achieves achievable, consistently complies with quality standards and meets deadlines; maintains focus on Agency goals.

Accountability: Accepts full responsibility for self and contribution as a team member; displays honesty and truthfulness; confronts problems quickly; displays a strong commitment to organizational success and inspires others to commit to goals; demonstrates a commitment to delivering on his/her public duty and presenting oneself as a credible representative of the Agency to maintain the public's trust.

Professionalism: Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions.

