

MALDEN HOUSING AUTHORITY

VOUCHER PROGRAM ADMINISTRATIVE SUPPORT STAFF/ RECEPTIONIST

Salary: up to \$39,000 depending on experience; excellent health, retirement and other benefits

Overview

The Administrative Support staff/ Receptionist (Receptionist) is an entry-level full-time 35 hour/week position who reports to the Section 8 Director and/or Senior Generalist. The duties of the position include a wide range of activities related to General Office administration and other clerical tasks, including but not limited to: front desk customer service; courteously making and responding to telephone calls and email contacts; filing, file organization and administration; copying; faxing; scanning; ordering and cataloguing supplies and other inventory; assisting program staff as needed; and other general office duties as assigned by the Section 8 Director and/or Senior Generalist. The Receptionist will be required to use some independent judgment in completing tasks and making decisions.

Job Responsibilities include, but are not limited to:

- Greeting clients and visitors by courteously welcoming and directing them appropriately;
- Promptly notifying Section 8 Program staff of client and/or visitor arrival;
- Informing visitors by responding to phone calls, email contacts and referring calls or contacts to appropriate staff for response;
- Directing visitors and maintaining and keeping current employee and department directories;
- Maintaining office security by following written protocols and procedures, and monitoring sign-in book.
- Scheduling and confirming appointments for program staff;
- Taking complaint calls and forwarding to appropriate staff for response;
- Operating and utilizing office telecommunication system by following manufacturer's instructions for phone and IT systems.
- Keeping the front desk reception area clean and safe area by complying with health, office and other established procedures, rules, and regulations, and as same may be revised over time.
- Supporting office continuity by documenting and communicating actions, irregularities, and continuing needs with the section 8 Director and program staff.
- Contributing to Team goals by successfully completing assigned tasks; and
- Other duties as may be assigned by the Section 8 Director

Receptionist Qualifications/Skills

- Ability to understand and comply with office protocols established by the Section 8 Director;
- Excellent customer service skills;
- Proficient knowledge of general office practices and procedures, with ability to successfully complete assigned reception, administrative and other clerical tasks;
- Ability to work independently within a busy, diverse and inclusive office setting;
- Good written and verbal communication skills;
- Effective computer literacy skills, including a working knowledge of Microsoft office programs, especially Word and Excel, with ability to competently complete information and data entry;
- Ability to exercise good judgement at all times and independent judgment as needed;
- Ability to multi-task, and to identify and solve problems;
- Ability to competently utilize office technology, inclusive of telephone, computer and printer/copier/scanner/fax functionality;
- Ability to handle frequent interruptions without loss of efficiency, productivity, accuracy or temperament;
- Ability to learn and understand Fair Housing and Limited English Proficiency requirements;

Position Requirements

- High School Diploma or GED required.
- Valid MA Class D Driver's License along with access to and use of an insured personal vehicle for full duration of employment required.
- Bilingual skills (Cantonese, Haitian Creole, Arabic, Mandarin, other) strongly desired.

Must satisfactorily pass pre-employment screening consisting of CORI and drug test. Reference checks and a pre-employment interview may be required prior to receiving an offer of employment.

To Apply: Send a cover letter of interest and resume inclusive of at least two (2) recent work and two (2) personal (non-family) references to HR Director, Raul Campillo, at:

rcampillo@maldenhousing.org

If you have any questions or concerns regarding this position, please email Director Campillo at the email address listed above.

NOTE: If you have a disability and would like a reasonable accommodation to participate in this application or hiring process, please include your request with your document submission. You may ask for an accommodation at any time during the application process or, if hired, throughout your employment at MHA. MHA will make every effort to meet all such requests that are reasonable and that would not result in a fundamental alteration in the nature of the Program or an undue financial and/or administrative burden to the MHA.

THE MALDEN HOUSING AUTHORITY IS AN EQUAL OPPORTUNITY EMPLOYER AND A DRUG & SMOKE FREE AGENCY