



FORT SMITH HOUSING AUTHORITY

Position Description

Classification: Leasing Receptionist

Supervisor: Portfolio Manager

Position Summary

The Receptionist performs a variety of tasks including providing excellent customer service and answering and returning phone calls for Compass Realty and Construction Group, a subsidiary of the Fort Smith Housing Authority. The tasks include but are not limited to maintaining a daily log, assisting with the online application process, inputting work orders for residents, and collection of rent and other payments.

The receptionist must possess the ability to relate to persons of all socio-economic levels and must have the ability to communicate effectively and professionally. Multi-tasking is a must, as well as excellent organizational skills.

Overtime and after-hours work are occasionally required.

Major Duties and Responsibilities (illustrative, not all-inclusive)

1. Providing excellent customer service.
2. Answering multi-line VOP phone calls, assisting clients by answering questions regarding qualifications and application process, and routing calls to the appropriate extensions, as needed.
3. Assist with maintaining the waiting list.
4. Assisting with collection of rent and/or payments.
5. Assisting with maintaining daily log and the online application process.
6. Assist with data entry of all applications and work orders.
7. Perform other related duties as instructed by the Portfolio Manager.

Abilities Required

1. Take direction from a supervisor(s).
2. Meet deadlines, work independently, and perform detailed work.
3. Work well with special needs population and people from diverse backgrounds.

4. Have knowledge of conflict resolution and counseling principles.
5. Have excellent verbal and writing skills, including the ability to read, interpret, apply, and explain policies and procedures.
6. Use a computer for word processing, spreadsheets, and Yardi software.
7. Have a valid driver's license.
8. Be a notary or be qualified to become a notary.
9. Be competent with office machines, such as computer, copier, scanner, fax machine, and VOP multi-line telephone.
10. Be discrete in handling matters involving privacy of clients.
11. Demonstrate initiative, creativity, flexibility, and organizational skills.
12. Work as a member of a team.
13. Maintain professional relationship with co-workers.
14. Present a professional personal appearance.
15. Maintain flexible work hours.

Physical Nature of the Position

1. Ability to sit, stand, file, or walk for extended periods
2. Ability to communicate effectively, both orally and in writing
3. Ability to carry, handle, and move file folders, pens, file boxes, and other common office materials
4. Ability to physically operate a variety of automated office machines, including computers, copiers, printers, facsimile machines, telephone, etc.
5. Ability to read housing publications, online reports, and related materials

Position may be exposed to the following on a regular basis

1. Vision strain;
2. Muscular strain;
3. Verbal abuse;
4. Repetitive motion

Minimum Qualifications

High School Diploma or equivalency. One year of office experience. Computer literacy.

Bi-lingual applicants are encouraged to apply.

Compensation Package

1. \$15 - \$18 an hour starting salary range
2. Employer-sponsored healthcare
3. Paid Time Off
4. Paid Holidays