



JOB POSTING

Date: June 22, 2020
Position: Receptionist
Location: Panama City Housing Authority

Position Detail:

The Receptionist is responsible for the highest level of customer service for both clients, residents and staff in providing a point of contact for walk in traffic, incoming telephone calls and providing office support to the Public Housing Program and the HCV Program.

Duties and Responsibilities: The following duties are not intended to serve as a comprehensive list of all duties performed in this role. Shown are duties intended to provide a representative summary of the major duties and responsibilities.

- Hand out and receive Housing applications and make sure all documentation is complete.
- Answering large volume of incoming telephone calls, assist callers, provide information, make community referrals, direct call to appropriate staff members.
- Provide accurate information regarding application procedures, waiting lists, and qualifications to both callers and walk-in clients.
- Update and maintain information in our SACS software for applicants on the waitlist, clients and residents.
- Refer clients to staff for appointments or assistance.
- Route incoming mail and paperwork to appropriate staff members.
- Insure lobby is clean and organized at all times.
- Approach problems pro-actively and be solution focused
- Attend department meetings and staff meetings.
- Professional attire and appearance required.

Qualifications and Knowledge:

- Ability to communicate and relate to persons of diverse backgrounds and abilities.
- Must be prompt and dependable.
- General office and clerical skills required.
- Must be able to multi-task.
- Valid driver's license.
- Able to work with minimum day to day supervision.
- Knowledge of HUD and Housing Authority policies and procedures a plus.

We are looking for someone that is forward thinking. Someone who embraces technology and uses it to progress in good business practices. An energetic and "hands on" attitude is a must. Interested and motivated individuals should forward their resume to: info@panamacityhousing.org