

DUCK VALLEY HOUSING AUTHORITY

P.O. BOX 129

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NEVADA-IDAHO



DUCK VALLEY INDIAN
RESERVATION

JOB ANNOUNCEMENT

RE-ADVERTISEMENT

POSITION TITLE: Receptionist

SUPERVISED BY: Finance Officer

SALARY: \$ 17.62 PER HOUR

DEPARTMENT: Housing

GRADE: 17

FLSA STATUS: EXEMPT NON-EXEMPT

STEP: 01

AVERAGE HOURS PER WEEK: 40 HOURS

OPENS: September 4, 2019

CLOSES: September 19, 2019

Program Responsibilities:

The Receptionist is expected to have the switchboard open and operating promptly at 8:00 AM and throughout the day until 5:00 PM. Relief switchboard coverage will be provided for a one-hour lunch, as well as morning and afternoon breaks of 15 minutes each. The Receptionist is responsible for identifying the needs of visitors and phone callers and referring them correctly to staff or other organizations who can respond appropriately. The incumbent is expected to understand, be knowledgeable, and follow all DVHA policies.

Supervisory Relationships:

The receptionist receives direction from and reports to the Finance Officer. The incumbent is part of the Housing Team and is expected to raise and discuss issues and concerns that arise from his/her work and to propose actions to improve service delivery. Continually follows up with supervisors and colleagues on all issues and concerns until they are resolved.

Standards of Performance:

The individual displays a positive attitude and maintains a cooperative working relationship with others including subordinates, immediate supervisor, managers, other employees, and the Executive Director. The individual performs all duties and responsibilities in a timely and efficient manner according to established schedules, procedures, and policies. The incumbent will demonstrate good judgment and report problems to the Finance Officer or his/her designee.

Work Environment

The employee's work is primarily in an office environment. Sitting, stooping, walking, standing, and light lifting are required. Extensive computer usage.

Duties:

1. Operates the customer service counter and answers the phone in a polite and courteous manner. Greets each visitor or caller, determines what they need, responds to their request or refers them to others who can. Maintains a daily log of in-coming telephone calls.
2. Keeping an adequate supply of DVHA applications on hand for reception area.
3. Fills out maintenance work orders for tenants who call in or stop at the counter.
4. Receives and stamps all incoming correspondence and logs it into the mail log, and routes the mail each day.
5. Composes letters, announcements, and prepares documents on the computer and make copies as directed.
6. Sorts and mails tenant statements. Assists in the writing of updates for DVHA website.
7. Maintains the "In/Out" bulletin board in front lobby area, noting staff training, field visit or out of office dates for all administrative staff.

8. Immediately informs the Executive Director verbally and in writing of all suspected cases of violation of occupancy requirements, unit abuse or illegal activities as reported by the public.
9. Maintains effective working relationships with visitors, residents and all segments of the DVHA organization.
10. Continually educates herself/himself on all organizational, programmatic and staff changes to better serve visitors and residents.
11. Prepares travel arrangements for all staff and reviews travel reconciliations completed by the traveler.
12. Accepts/receives payments (checks, cash and money orders) for monthly housing transactions.
13. Collect and deposit laundromat income
14. Posts payments into the HDS system
15. Prepares all payment requests, and purchase orders for Finance Officer to review and for their signature.
16. Will be responsible for Finance filing such as accounts payable, timesheets, checks, payroll documents and reports.
17. Must follow the provisions of the Privacy Act (confidentiality) in handling financial related file material.
18. Other duties will be assigned when necessary to complete job requirements.

Minimum Qualifications:

1. Excellent phone etiquette
2. Excellent verbal communication.
3. Punctual
4. Professional appearance
5. Knowledge of MS Office (Word, Excel, Outlook)
6. Experience in use of a calculator, fax machine, accounting software
7. Must be bondable, this position is responsible for all cash received
8. Ability to work under pressure to meet deadlines.
9. Must have a valid driver's license.
10. Must have a High School Diploma.