



RECEPTIONIST

Job Description

We are currently seeking a receptionist to join our team! As a receptionist, you are primarily responsible for providing a wide range of receptionist and clerical duties in support of the Housing Authority ("Agency") operations and staff. The Receptionist will welcome and screen all visitors; respond to general inquires; assist visitors with filling out basic forms; and provide support to the Agency staff as needed.

Provide assistance and information to the general public or other staff regarding Agency activities and programs, processes, policies and procedures; answer phones; take messages; greet clients and visitors; assist them in completing basic paperwork, receive a variety of time sensitive and/or confidential documents from visitors and asses for completion; maintain security of confidential information; and monitor lobby activity to ensure visitors are seen in a timely manner.

Duties and Responsibilities

Under the general supervision of the Upper Management staff, performs the following and all other work-related duties as assigned.

- Answers all incoming calls, assists callers with requests and/or directs to the appropriate person or agency.
- Answers inquiries concerning policies and practices associated with the application and/or re-examination processes in a courteous and professional manner or routes/directs inquiries to appropriate staff.
- Receives the public and answers questions, in person and by telephone; responds to inquires from employees, citizens and others and refers, when necessary, to the appropriate person, official or department.
- Perform a variety of record keeping duties including maintain visitor logs, and other relevant logs and statical records; enter and retrieve data from the computer.
- Collects and enters rent payments into the system.
- Intake and data entry of public housing application in system.
- Maintain lobby in an organized manner and ensure resources are stocked and available; monitor inventory and order necessary supplies.
- Ensures privacy and maintains security of confidential materials.
- Accountable for consistent adherence to strong Agency standards regarding the ethical, responsible, and appropriate use, care, and safeguarding of Agency materials, supplies, resources, and other assets.

Education and Experience

- A high school diploma or equivalent is required.
- Excellent communication skills, both verbal and written. Interact tactfully and courteously with the public.
- Strong organizational and time management skills.
- Excellent interpersonal and conflict resolution skills.
- Excellent computer skills: Microsoft Word, Excel, and Outlook.
- Independent decision-making skills and experience handling and resolving problems using skills gained through social work, community organization work or similar types of experience is required.
- Ability to maintain effective relationships and analyze situations to identify problems, offer solutions and communicate with different people in a wide variety of situations.

Salary \$35,568.00 annually

Any offer of employment is conditioned on the successful completion of a background screening, drug and alcohol testing and may include a pre-employment medical exam.

HOW TO APPLY AND APPLICATION DEADLINES

Applications will be accepted until the position is filled.

Please mail, e-mail or hand deliver your application and resume to the address below.

Email to: crodney@waukeganhousing.com, **Fax:** 847-625-4627. No phone calls please

Mail to: Waukegan Housing Authority
Human Resources Department
215 S. Martin Luther King Jr. Ave.
Waukegan, IL 60085