

August, 2017

**POSITION TITLE:** RECEPTIONIST/OFFICE ASSISTANT  
**DIVISION/ASSIGNMENT:** Administrative Services  
**SUPERVISOR:** Director, Human Resources and Administration  
**SUPERVISES:** No Staff

**PURPOSE:** Reception, administrative and clerical work of a professional and responsible nature. The Receptionist/Office Assistant is the first point of contact at the VSHA Central Office.

**ESSENTIAL FUNCTIONS OF THE POSITION:**

1. Provides telephone and front desk coverage: answers multi-line telephone system, including toll-free message line, and TTY; takes messages and directs calls to appropriate individuals; and provides pertinent and routine information as required. Handles automated recordings, paging system, etc. Greets and assists visitors, directing them to appropriate individuals.
2. Sorts, stamps and distributes all incoming mail; assures outgoing mail ready for pickup; prepares certified/registered mail, etc.
3. Handles walk in rent payments, accurately recording receipts and transfer to Accounting.
4. Performs a variety of clerical support work as assigned or directed: typing, filing, photocopying, mailings, etc.
5. Maintains staff telephone listings, mail boxes, day-desk calendar and front-desk procedure guide; monthly calendar of events; and maintains general office forms.
6. Maintains the reception area and common areas on the first floor; monitors materials on the reception and kitchen bulletin boards.
7. Responsible for central office security: unlocking and locking doors and windows, monitors security camera system; maintains locked reception window and visitors log in sheets; powers on and off copier equipment and answering voice mail systems.
8. Maintains office and copier equipment and service contracts; assists in maintaining office and meeting room supplies, inventory and stocking lower and first floors and distributes supplies throughout the central office.
9. Responsible for all telecommunications needs, including new line and repair service, equipment and long distance access; distributes faxes as necessary.
10. Handles print shop requests, and necessary follow-up.
11. Handles agency wide and specialized advertising and necessary follow-up.
12. Reconciles monthly billing for copiers, telephone service, print shop, FEDEX, Secure Shred, etc.

13. Responsible for public record box preparation, shipping, tracking, etc.
14. Monitors the agency web contact address.
15. Performs related work as required or assigned.

**SECONDARY POSITION TASKS:**

1. Performs errands to deliver and retrieve materials on an as needed basis.
2. As needed, may assist other departments with special projects.

**ESSENTIAL POSITION REQUIREMENTS AND QUALIFICATIONS:**

**Education:**

1. High school graduate with course work in secretarial skills and administrative office practices.

**Experience:**

1. Two years of clerical/administrative experience, including public contact and telephone services.

**Skills and Abilities:**

1. Demonstrate a strong commitment to the mission of the Vermont State Housing Authority.
2. Ability to rapidly develop a thorough knowledge of the functions, procedures, organization and governing laws and regulations of the Authority and of individual departments.
3. Ability to rapidly develop knowledge of human services agencies and statewide network of services available in order to make referrals.
4. Ability to handle a multi-line telephone system and react quickly and promptly in receiving and directing of calls and messages.
5. As the first and a most important contact with the public, must have the ability to present a professional image at all times; possess an excellent telephone manner and handle calls and visitors with respect, courtesy and diplomacy at all times.
6. Ability to maintain confidentiality; exercise good judgment, courtesy and tact; communicate effectively orally and in writing; and establish and maintain effective working relationships with supervisors, coworkers, program participants and the general public.
7. Ability to a handle multiple projects, work independently or with a team.
8. Thorough knowledge of routine office procedures, English grammar, usage and spelling.
9. Ability to compose materials and correspondence with a minimum of instruction; accurately type and proofread routine documents and forms.

10. Knowledge of or ability to rapidly learn the use of word processing, spreadsheet, database and other computerized programs, including those by way of modem; general office equipment; data entry, and mathematical abilities.

**Certifications/Registrations/Licenses:**

Non-Essential

1. Must possess a valid driver's license, dependable private means of transportation, and carry liability insurance of a least \$50,000.

**Working Conditions/Physical Demands:**

Essential

1. Full-time position, 40 hours per week, classified.
2. Office environment.
3. Must be able to sit for long periods at a time, walking and standing.
4. Ability to lift, carry, push, pull or otherwise move objects/boxes.
5. Ability to report to work on time and adhere to VSHA work schedules, rules and regulations.

**Equipment Used:**

1. Computer, printers, typewriter, multi and single line telephones, FAX, TTY, copy machine, security camera system, calculator, and general office equipment.

**PAY CLASSIFICATION: 4**