



# FORT SMITH HOUSING AUTHORITY

## Position Description

**Classification:**       **Housing Specialist**

**Supervisor:**         **Portfolio Manager**

### Position Summary

This position is responsible for clerical work and performs a wide variety of routine administrative and clerical tasks related to the managed properties. Functions include answering the phone, greeting visitors, taking work orders, accepting applications, and providing office services support. Additional tasks include assisting property manager with lease up, move ins, recertifications and other duties as assigned. Work is performed in accordance with established policies and procedures. Work is reviewed by peers through conferences, reports, and observation of results obtained.

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

1. Distributes applications with instructions, maintains waiting list, answers applicant questions, and processes online applications.
2. Receives and reviews applications for accuracy and completeness.
3. Performs clerical duties such as answering phones, greeting visitors to the office, answering their questions, providing applications, and directing clients to the appropriate staff member.
4. Provides a wide variety of office support services as directed: word processing, filing, emailing, preparing documents, and photocopying.
5. Assists the Portfolio Manager with the leasing up of units, move ins, and recertifications.
6. Assists Portfolio Manager with additional tasks, as needed.

## Abilities Required

1. Knowledge of secretarial practices and procedures
2. Computer literacy with knowledge of word processing and spreadsheet programs
3. Knowledge of modern office practices, procedures, and equipment, including computer systems
4. Ability to communicate effectively, both orally and in writing to residents, other employees, governmental officials, and the general public
5. Extensive skills in the use of PC, printer, fax machine, copier, calculator, mail machine, telephone system, and related office equipment

## Physical Nature of the Position

Position requires the following physical abilities:

1. Ability to sit, stand, or work bending over filing for extended periods
2. Ability to carry, handle, and move file folders, pens, file boxes, and other common office materials
3. Ability to physically operate a variety of automated office machines, including computers, copiers, printers, fax machines, telephones, and other common office machines and equipment
4. 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. Verbal Abuse
3. Repetitive motions
4. Noise
5. Odors

## Minimum Qualifications

High school diploma plus two years of post-secondary education for office support services, or advanced secretarial training with two years practical experience, or an equivalent combination of education, training, and experience. Previous property management experience preferred, but not required.

## Special Requirements

1. Possession of a valid driver's license
2. Ability to be covered under FSHA's vehicle insurance policy
3. Ability to be covered under FSHA's fidelity bond.