



115 Scranton Avenue
Falmouth, MA 02540
Tel: (508) 548-1977 Fax: (508) 457-7573
www.falmouthhousing.org

JOB DESCRIPTION

Job Title: Receptionist– Full Time (35 hours per week; M-F 8:30 a.m. to 4:30 p.m.)
Responsible To: Assistant Director
Other: Union Position (AFSCME)

I. The Mission of the Falmouth Housing Authority

The Falmouth Housing Authority is committed to ensuring safe, decent and affordable housing by working cooperatively with community, state, federal and local officials. The Falmouth Housing Authority (FHA) always endeavors to make the best use of all available resources so our residents and participants can live in an atmosphere of dignity and respect, free from discrimination.

II. Job Statement

The purpose of the Receptionist is to support the mission of FHA by greeting, welcoming and directing visitors of the Falmouth Housing Authority appropriately; notify housing authority personnel of visitor arrival; maintain main office security and telecommunications systems; provide office services in conjunction with administrative systems, procedures, and policies and special projects. The Receptionist performs a variety of clerical duties as directed by the executive management team (Executive Director, Assistant Director, and Fiscal Officer).

III. Job Description

Objective A – Program Activities

The following statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. The housing authority maintains a multitude of programs and, as a result, is an exceptionally busy administrative office. **Other duties may be assigned.**

1. Welcomes visitors by greeting them, in person or on the telephone; answers and refers inquiries in a courteous manner.
2. Directs visitors by maintaining employee and department directories; gives instructions.
3. Monitors performance and general maintenance of the main office communication systems; including phone/fax/time stamp/mail/copiers/printers, by following manufacturer/contracted vendor support desks and Fiscal Officer guidance and direction.
4. Maintains a safe clean reception area by complying with procedures, rules and guidance provided by executive staff.
5. Maintains communication continuity among staff by documenting and communicating actions, irregularities and office needs for response to problems/issues presented.
6. Maintains workflow by following reporting procedures.
7. Maintains all incoming mail including date and time stamping all incoming documents and outgoing mail distribution including proper internal staff and department distribution; performs mailing distribution as directed.





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8. Receives and processes work order request calls from tenants; also connects tenant work order-related requests with the Maintenance Administrative Assistant.
9. Receives and reviews housing applications for completeness; date and time stamps applications and provide data entry support by entering applications into the software system.
10. Maintains organization of the supply closet weekly; collects office supply orders and work with Fiscal Office place orders; reviews shipping receipts for accuracy upon order receipt.
11. Receives rental payments; provides rental receipts upon tenant request.
12. Performs filing, other routine and clerical assignments including but not limited to copying, faxing, scanning, typing correspondence, preparing mass distributions as directed.
13. Performs other related duties as may be assigned by the Executive Director or other executive staff.
14. Communicates concerns between owners, tenants and FHA to supervisor; gathers required supporting documentation to support problem resolution.
15. Provides excellent customer service to participants, owners, co-workers, clients and vendors.
16. Conducts all job functions in alignment with FHA's Administrative Plan(s), HUD regulations and other state and local requirements.
17. Attends meeting and trainings as scheduled.
18. Performs other duties and tasks, as assigned.

Objective B – Operational Excellence

1. Return phone calls and e-mails within required time frames.
2. Maintain a high level of daily productivity.
3. Ability to maintain confidentiality, safeguard sensitive information and adhere to Federal Privacy Act.
4. Manage several tasks at once, anticipate and identify problems putting forward solutions that are creative, innovative and flexible.
5. Monitors and accurately interpret rules and regulations relating to assigned federal housing programs; treat all clients with patience and respect; work effectively with people representing diverse cultural and ethnic backgrounds; communicate clearly and effectively; orally and in writing; establish and maintain effective working relations with other staff, participants, owners and landlords.
6. Ability to identify issues/concerns and direct them to appropriate personnel as required.
7. Attend trainings, workshops and educational opportunities, as assigned.
8. Continuously provide excellent customer service and support.
9. Perform related duties and tasks, as assigned.

MINIMUM REQUIREMENTS

- High school diploma or equivalent and two years related experience
- Must maintain confidentiality for all assignments and adhere to FHA policies and procedures
- 10-key proficient; knowledge and experience using/executing computer and general office programs and general office procedures
- Detail-oriented; ability to work with and without supervision
- Prompt and dependable; excellent interpersonal skills
- Ability to communicate, understand and follow instructions (oral and written)
- Able to work well under stressful conditions; strong organizational skills
- Ability to be flexible, maintain professionalism, and work under time-limited constraints





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■ Approach problems pro-actively and be solution-focused

Must obtain federal, state and local background clearances and pass a drug screening test. A cover letter and resume detailing your qualifications and experience must be submitted as an expression of your interest in this position. The Falmouth Housing Authority complies with Section 504 of the Rehabilitation Act of 1973 by providing equal access to services, programs and activities for qualified individuals with disabilities. Reasonable accommodations will be provided to individuals with disabilities. FHA is an EEOC/AA employer

