



JOB DESCRIPTION

JOBS PLUS COMMUNITY CLERK – PINE MEADOWS Grant Position

SUPERVISION RECEIVED:

The Jobs Plus Community Clerk shall work under the direct supervision of the Job Training & Entrepreneurial Program (JTEP) Director and indirect supervision of the Executive Director.

SUPERVISION EXERCISED:

None

POSITION CLASSIFICATION:

Non-Exempt

POSITION SUMMARY:

This position requires building relationships with and motivating Gainesville Housing Authority (GHA) residents to foster and empower economic and educational self-sufficiency. The Jobs Plus Community Clerk will work directly with residents of GHA AMP 3 (Forest Pines, Pine Meadows, Lake Terrace, and Caroline Manor) to engage them in the Strive 4 Success Program.

Jobs Plus Community Clerk shall be responsible for answering all incoming calls to Strive 4 Success Community Center and refers calls to the appropriate staff members. The Jobs Plus Community Coach Clerk shall also perform basic office/clerical tasks that can be easily learned on the job but may require prior training. The Jobs Plus Community Coach will support the mission and the vision established by the Authority's Board of Commissioners and Executive Director.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required, and the scope of responsibility, but this should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload.

POSITION RESPONSIBILITIES:

- a. Answers all incoming calls to Strive 4 Success Community Center in a pleasant, courteous, and professional manner, and refers calls to the appropriate staff members or their voice mail as necessary. If voicemail is required, the JPCC will provide staff with an introduction to the call. Answering phone calls on the first ring shall be the goal, unless helping clients or on another call.
- b. Will take messages when individuals are not available or transfer calls to voicemail.
- c. Greets, assists, or directs visitors to the appropriate staff member.

- d. Will assist with logging all incoming mail or faxes.
- e. Will assist in the assembly of packets and letters for distribution and assist with mailings as needed.
- f. Offer updated resource information based upon individual needs to include, but not limited to, childcare, clothing, shelter, food and transportation.
- g. Maintains personal work area and common areas of the office facility in an orderly and clean manner including the lobby and bulletin boards.
- h. Assist with marketing and outreach for the Jobs Plus Initiative to increase awareness, program marketing, and program utilization.
- i. Assist in departmental and company events.
- j. Maintain accurate and confidential individual files and records in a professional context.
- k. Completes basic forms – verifies documents presented are complete before accepting and time stamping.
- l. Assist with surveys and data collection.
- m. Shall perform any other duties as assigned by Management.

REQUIRED EDUCATION AND EXPERIENCE:

- Must be a GHA Public Housing resident currently residing in Forest Pines, Pine Meadows, Lake Terrace, or Caroline Manor with preference to Pine Meadows.
- Must be 18 years of age or older.
- Must be a resident in Good Standing.
- High school diploma is preferred or one year or experience of service to others.
- Prior experience in office procedures, record keeping, personal computers, typing and customer service.
- Must utilize personal vehicle when assignments require travel between GHA owned/managed sites and must maintain a clean Florida driver's license and reliable transportation. Mileage will be reimbursed at the posted GSA rate.

PHYSICAL DEMANDS

Work involves standing, sitting, talking, hearing, using hands to handle, feel or operate objects, tools, or controls and reach with hands and arms. Employee may be required to perform physical restraint activities such as walking for extended periods of time and distance. The employee may be required to push, pull, lift, or carry up to 10 pounds; drive a motor vehicle; bend, squat, or kneel. The noise level in the work environment is usually moderate.

KNOWLEDGE, SKILLS AND ABILITIES:

- Supportive services and other resources in the community.
- Strong communication and customer service skills.
- Experience working simultaneously on multiple projects.
- Proficiency in the operation of a personal computer, printer, photocopier and fax machine.
- Ability to demonstrate and maintain harmonious and effective relationships with residents, co-workers, vendors, and the general public.
- Must be able to communicate and handle a diverse population of people.

COMPETENCIES:

To perform the job successfully, an individual should demonstrate the following competencies:

- **ETHICS** – Treats people with respect; keeps commitments; inspires the trust of others, works with integrity and ethically; upholds organizational values.
- **PROBLEM SOLVING** – Works well in group problem solving situations; uses reason even when dealing with emotional topics.
- **CUSTOMER SERVICE** – Manages difficult or emotional customer situations; responds promptly to customer needs; solicits customer feedback to improve service; responds to request for service and assistance; meets commitments.
- **INTERPERSONAL SKILLS** – Focuses on solving conflict, not blame; maintains confidentiality; listens to others without interrupting; keeps emotions under control; remain open to others' ideas and tries new things.
- **ORAL COMMUNICATION** – Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions, demonstrates group presentation skills; participates in meetings.
- **WRITTEN COMMUNICATION** – Writes clearly and informatively; edits work for spelling and grammar; varies writing style to meet needs; presents numerical data effectively; able to read and interpret written information.
- **TEAM WORK** – Gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interest; supports everyone's efforts to succeed.
- **ORGANIZATIONAL SUPPORT** – Follows policies and procedures; completes administrative tasks correctly and on time; supports organization's goals and values; benefits organization through outside activities; supports affirmative action and respects diversity.

- **PROFESSIONALISM** – Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- **ADAPTABILITY** – Adapts to changes in the work environment; manages competing demands; changes approach or method to best fit the situation; able to deal with frequent change, delays, or unexpected events.
- **ATTENDANCE/PUNCTUALITY** – Is consistently at work and on time; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.
- **DEPENDABILITY** – Follows instructions, responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan.
- **INITIATIVE** – Volunteers readily; undertakes self-development activities; seeks increased responsibilities; takes independent actions and calculated risks; looks for and takes advantage of opportunities; asks for and offers help when needed.

This position in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job related instructions and to perform any other job related duties requested by any person authorized to give instructions or assignments.

Employee's Signature

Date

Supervisor's Signature

Date



Salary Range:
Minimum: \$10.00 per hour