GAINESVILLE HOUSING AUTHORITY
Where Housing Matters

Job Description
Director of First Impressions

SUPERVISION RECEIVED:

The Director of First Impressions will work under the direct supervision of the Executive Assistant and the indirect supervision of the Chief Executive Officer.

SUPERVISION EXERCISED:

None.

POSITION CLASSIFICATION:

Non-Exempt.

POSITION SUMMARY:

The Director of First Impressions (DFI) shall be responsible for answering all incoming calls to Gainesville Housing Authority (GHA) and refers calls to the appropriate staff members. The DFI shall also perform basic office/clerical tasks that can be easily learned on the job but may require prior training. Close supervision is provided and little discretion and independence of action is allowed in performance of assigned tasks. Work is repetitive in nature and well defined by guidelines and established procedures.

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 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. A given incumbent may perform any/all of the following duties.

POSITION RESPONSIBILITIES:

1. Answers all incoming calls to GHA in a pleasant, courteous, and professional manner, and refers calls to the appropriate staff members or their voice mail as necessary. If the staff member is available, the phone call should always be transferred utilizing a warm transfer. If voicemail is required, the DFI will provide the caller with the name and extension of the staff member before transferring the phone call. Answering phone calls on the first ring shall be the goal, unless helping clients or on another call.

2. Will take messages when individuals are not available or transfer calls to voice-mail.

3. Greets, assists, or directs visitors to the appropriate staff member.

4. Will answer any questions regarding programs received from calls and/or visitors.

5. Will assist with logging in all incoming mail or faxes to the Agency.

6. Routes interoffice mail, incoming faxes and mail.

7. Assists with outgoing mail through the postage meter.

8. Assists in Xeroxing, filing and organizing documents.

9. Will assist the Intake Specialist in the assembly of housing packets and letters for distribution and assist with mailings as needed.

10. Performs clerical work for other staff members as assigned by Supervisor. Specifically supporting the Intake Specialist(s), HQS Inspector and Finance.

11. Maintains personal work area and common areas of the office facility in an orderly and clean manner including the lobby and bulletin boards.

12. Makes morning coffee, maintains the coffee station throughout the day and requests supplies as needed.

13. Performs any other duties as required by Management.

14. Completes data entry as needed in systems such as the Homeless Management Information System.

15. Receives documents that are returned to the front desk for staff members. Documents are to be reviewed for completeness, time stamped, scanned, and emailed to the appropriate staff member.

16. Receives, time stamps, and distributes all mail received at the GHA Administrative Building.

KNOWLEDGE, SKILLS AND ABILITIES:

➢ Proficiency in the operation of a personal computer, printer, photocopier, scanner, and fax machine.

➢ Skilled using Outlook, Word, Excel, Lindsey and the Internet.

➢ Experience in basic office procedures typically gained through one (1) year of clerical training or experience.

➢ Ability to demonstrate and maintain harmonious and effective relationships with residents, co-workers, vendors, and the general public.

➢ Strong communication and customer service skills.

➢ Must be able to communicate and handle a diverse population of people.

➢ Bilingual skills preferred.

REQUIRED EDUCATION AND EXPERIENCE:

➢ High School graduate/GED, including or supplemented by course works in business subjects; thorough experience as a receptionist; or any equivalent combination of training and experience.

➢ One (1) year multi-line telephone experience.

➢ This position is a safety sensitive position and as such requires pre-employment drug screening and background check.

➢ A valid Florida Driver's license is required and must be maintained throughout period of employment.

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.

➢ **JUDGEMENT** – Displays willingness to make decisions; exhibits sound and accurate judgment; supports and explains reasoning for decisions; includes appropriate people in decision-making process; makes timely decisions.

➢ **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 offer 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: $14.42/hr
Maximum: $17.22/hr

Equal Opportunity Employer