

## **Oklahoma Housing Finance Agency Job Description**

**Job Title:** Receptionist  
**Team:** Rental Assistance Team

### **SUMMARY**

Supports the telecommunications efforts of the Agency by performing the following duties.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

Responsible for operating the Virtual telephone console and paging system.

Creates and maintains written procedures for all work processes performed. Procedures must be accessible for use by temporary or relief personnel.

Receives and directs all clients and visitors to appropriate staff or location.

Responsible for accessing the Section 8 software to determine if client can be assisted at initial contact. Prints all rental forms and letters as required to assist client. Disseminates information to clients to answer their questions regarding the Section 8 HCV program.

Responsible for copying and scanning documents brought to OHFA from tenants and landlords to be used in the tenant file.

Responsible for maintaining a sign-in sheet for all recert enrollment appointments scheduled in the OHFA offices and for ensuring the field personnel know when clients arrive early or late.

Responsible for maintaining a log of all walk-in clients and visitors. Responsible for researching all logs when clients indicate that they have been to the office to deliver items that are not showing in the tenant file.

Responsible for transferring all relay calls to the specialist responsible for the case file.

Responsible for receiving and controlling daily correspondence and preparing it to be delivered to the mail center for scanning.

Assists with sorting, scanning, and distributing mail, faxes, and incoming paperwork to the client files.

Responsible for logging all money received for copies, preparing receipts and submitting to finance.

Responsible for assembling information for various reports as it relates to duties performed.

Responsible for maintaining knowledge of all regulations, policies and procedures for use in daily processing and administration of the Section 8 program, as it relates to duties performed.

Responsible for knowledge and understanding of OHFA's Disaster Recovery Plan and the receptionist's role in ensuring Plan compliance.

Responsible for doing whatever needs to be done to enhance the overall operations of the Agency on a day to day basis.

Responsible for delivering exceptional customer service to external and internal customers by being polite and helpful at all times.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

High school diploma or general education degree (GED); or one to two years related experience and/or training.

### **LANGUAGE SKILLS**

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to effectively present information in one-on-one and small group situations to customers, clients, and other employees of the organization.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

Valid driver's license

Must be bondable

Certification in Housing Choice Voucher Specialist

### **OTHER KNOWLEDGE, SKILLS, AND ABILITIES**

**Basic Skills:** Ability to communicate with all persons in a calm and patient manner. Ability to give a positive and professional image of the Agency. Computer literacy, including personal computing, accuracy in data entry, and knowledge of program-related software. Personal management, including time management, interpersonal skills, integrity, ethics. **Program Related Skills:** Knowledge and understanding of Housing Choice Voucher (HCV) regulations, handbooks, notices, forms and guides. Knowledge and understanding of OHFA established policies and procedures.

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to stand, walk, and use hands to finger, handle, or feel. The employee

must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Individual can expect to receive an average of 300 calls per day and greet 60 or more visitors per day. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

**CHARACTER QUALITIES:**

Availability  
Dependability  
Discretion  
Tolerance  
Patience