

RECEPTIONIST

Ithaca Housing Authority - Ithaca, NY

Starting annual salary range -\$26,000.00 – \$28,080.00- Full-time

This position serves as the first point of contact and involves extensive face-to-face and telephone contact with the public. The work involves performance of routine clerical work and office functions including answering multiple phone lines, transferring calls to extension connections, greeting the public, screening all incoming requests for information either in person or by telephone, providing general information, directing requests to proper staff members, sending and receiving faxes, pulling appropriate files, accepting applications for programs, preparing a monthly resident newsletter or other related work as required. The work is performed under direct supervision of the Director of Housing Operations.

Excellent benefits including affordable health and dental insurance, NY Deferred Compensation Program, NYS Retirement System, and generous paid leave. Civil Service position. EOE.

Application and job descriptions may be obtained at the Ithaca Housing Authority offices at 800 S. Plain St. or www.cityofithaca.org. You may apply online at www.cityofithaca.org or if you choose to return the application in person, please return it to 800 S. Plain Street, Ithaca, from 8:30am-3:30pm, or submit it via email to doreeno@ithacaha.com.

Application deadline: November 21, 2018

JOB REQUIREMENTS

Proficient with Microsoft Windows, Office, Excel and Outlook. Experience with Publisher is preferred. Ability to communicate effectively, both orally and in writing. Ability to work successfully with and serve a diverse local community, good judgment, tact, patience, professionalism, accuracy, physical condition commensurate with the demands of the position. Good knowledge of modern office terminology, procedures and equipment; skill in the operation of a multiple phone line telephone system; excellent customer service skills, both in person and on the telephone; ability to deal effectively and professionally with the public; ability to greet visitors in a pleasing manner and provide requested information; ability to organize and maintain accurate records and files; ability to refer visitors to appropriate staff member after ascertaining their needs; ability to understand and follow oral and written instructions; ability to hear well and speak distinctly; ability to receive and record payments accurately; ability to operate modern office equipment. Must pass criminal background check and drug screening.

Special Requirement: Possession of a valid New York State Class D driver license or a valid driver license equivalent to a New York State Class D driver license at the time of appointment and maintenance of said license for the duration of employment.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of a high school equivalency diploma.