NEW JOB OPENING NOTICE  
February 5, 2020

1) Position Title: Administrative Housing Clerk
2) Job Type: Full-Time
3) Salary: Commensurate with qualifications and experience.
4) Education/Experience: High School Diploma or GED and two (2) years of public housing and/or social services experience. Preferred: Associate’s Degree or two (2) years of completed college coursework from an accredited college or university with a major in Business Administration, Social Services or a closely related field and one (1) year of experience in Public Housing or Social Services.
5) Major Duties and Responsibilities: Perform clerical duties. Prepare and maintain all active and inactive files for housing residents to include: applications, move-ins, re-evaluations, re-determinations, work order slips, and internal evaluations in compliance with the HABD and HUD rules, regulations and guidelines. Compose and manage correspondence; type letters, emails, memos, notices, public relations and community notices. Receive, send and distribute mail to the appropriate parties. Perform customer service functions to include, answering telephones, greeting and providing assistance to the residents, the public and staff members.

Applicants can obtain a complete position description and application from our website at www.habd.org or 1826 3rd Avenue South. A complete application may also be submitted to careers@habd.net. Attention: Calandra Jefferson-Mitchell. An application must be completed.

Position Open Until Filled. No Phone Calls Please.

Housing Authority of the Birmingham District is an equal employment opportunity employer and does not discriminate against any employee or applicant for employment because of race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), National origin, age (40 or older), disability, or genetic information. Housing Authority of the Birmingham District is a Drug-Free Workplace.
Position Description

Classification: ADMINISTRATIVE HOUSING CLERK

Supervisor: ASSET MANAGER

Effective Date: JANUARY 28, 2018

Position Summary

Under the supervision of the Asset Manager and/or Assistant Asset Manager, the incumbent is responsible for providing general clerical and administrative support and customer service pertaining to operations of the HABD Housing Operations Department.

Major Duties and Responsibilities

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skills typically required and the scope of responsibility, but should not be considered 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. The position description complies with the American Disabilities Act.

1. Perform clerical duties, including but not limited to, word processing and data entry.

2. Prepare and alphabetize files and records.

3. Prepare and maintain all active and inactive files for housing residents to include: applications, move-ins, re-evaluations, re-determinations, work order slips, and internal evaluations in compliance with the HABD and HUD rules, regulations, and guidelines.

4. Compose and manage correspondence; type letters, emails, memos, notices, public relations, and community notices.

5. Receive, send out and distribute mail to appropriate parties.

6. Perform customer service functions to including: answering the telephone, greeting and providing assistance to the residents, the public, and other HABD staff.

7. Answer and assist with residents’ calls, complaints, and requests in a courteous and timely manner.
8. Review filing system for needed improvements and make improvement recommendations to the Asset Manager.

9. Monitor office supply inventory levels, including, but not limited to, ordering supplies and keeping the supply area neat and organized.

10. Enter and maintain information log and records in a database.

11. Perform quality control of files and documents; pull documents for review.

12. Receive payments for rent, balances and posts payments to accounts; transmits funds to appropriate party.

13. Operate office machines, equipment and software programs.

14. Perform any other related and appropriate duties and support of strategic goals as required.

**Required Knowledge, Abilities & Skills**

1. Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.

2. Ability to apply common sense understanding to carry out detailed but uninvolved written or oral instructions.

3. Ability to communicate effectively with customers, residents, and the public in a courteous and tactful manner.

4. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

5. Ability to deal with problems involving a few concrete variables in standardized situations.

6. Ability to perform any other related and appropriate duties and support of strategic goals as required.

7. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals.

8. Ability to reliably and predictably carry out duties.

9. Ability to speak effectively before groups of customers or employees of organization.
10. Ability to use various word processing, database, or spreadsheet software; operate personal computer and input data accurately.

11. Ability to write routine reports and correspondence.

12. Knowledge of general operations and procedures of Public Housing Agency (PHA).

13. Knowledge of office practices and procedures, including standard filing systems, typing, word processors, copier, calculator, facsimile machines, and telephone as needed to support specific office functions.

**Working Conditions:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderate. Stressful situations may occur when dealing with the public.

**Physical Requirements:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. 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 regularly required to stand; sit, walk, use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to climb or balance; stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, depth perception, and the ability to adjust focus. The level of manual dexterity should be sufficient to allow for operation of a typewriter, terminal keyboard, telephone, facsimile machine, office supplies, etc. Employee must be able to move, handle, or lift moderately heavy objects such as computer equipment (printer, monitor, CPUs, etc.) around desk area. Must be able to work, move, carry objects or materials such as files, computer printouts, reports, calculators, pencils, legal pads, etc.

**Supervision:** None.

**Required Education and/or Experience:**

1. High School Diploma or GED and two (2) years of Public Housing and/or Social Services experience.
Preferred Education and/or Experience:

1. Associate’s Degree or two (2) years of completed college coursework from an accredited college or university with a major in Business Administration, Social Services or closely related field, and one (1) year of experience in Public Housing or Social Services.

Special Requirements

1. Possession of a valid Alabama driver’s license and safe driving record for those required to drive or allowed to drive on behalf of HABD.