

## RECEPTIONIST

Ithaca Housing Authority – 800 S. Plain St., Ithaca, NY

Full-time

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, accepting and processing rent payments, performs data entry, or other related work as required.

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

An application may be obtained at the Ithaca Housing Authority offices at 800 S. Plain St. or [www.cityofithaca.org](http://www.cityofithaca.org). You may apply online at [www.cityofithaca.org](http://www.cityofithaca.org), or if you choose to return the application material 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](mailto:doreeno@ithacaha.com).

**Application deadline: June 7, 2019**

### 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.

Below is the job description listed with Civil Service.

Jurisdiction: Ithaca Housing Authority

Jurisdictional Class: Competitive

Adopted: 11/15/00

Revised: 03/13/03, 04/06/05, 12/09/15

## RECEPTIONIST

**DISTINGUISHING FEATURES OF THE CLASS:** This position serves as the first point of contact with an agency or department and involves extensive face-to-face and telephone contact with the public. The work involves responsibility for the performance of routine clerical work and office functions related to the operation of a multiple phone line telephone console, including answering multiple phone lines,

transferring calls to extension connections and greeting the public. Incumbents screen all incoming requests for information either in person or by telephone and by giving routine information, or directing requests to proper staff members. Additionally, employees in this class perform related clerical tasks such as taking messages, sending and receiving faxes, pulling appropriate files, and accepting registrations, applications and fees for programs. The work is performed under direct supervision and in accordance with a prescribed routine outlined by an administrative level supervisor. Supervision over the work of others is not a responsibility of employees in this class. Does related work as required.

**TYPICAL WORK ACTIVITIES:**

Greets and receives visitors, directs them to desired office or location, provides requested information or makes appropriate referrals to staff members of the assigned department; Answers telephone calls at reception desk, makes transfer connections to appropriate offices and takes messages; Provides general program information to the public; Accepts registrations, applications and fees related to program activities; Pulls materials from files and makes file searches in answer to telephone or visitor requests; Performs reproduction and collating duties of materials and documents; Sends, receives and logs faxes, maintains basic account records concerning matters referred to the office where the position is assigned; Maintains pamphlets, brochures and related materials for the public; Enters program information into a computerized database or similar electronic record; May perform general clerical duties when required.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Good knowledge of modern office terminology, procedures and equipment; working knowledge of common office software programs, including word processing, spreadsheet and database programs; skill in the operation of a multiple phone line telephone; good customer service skills, both in person and on the phone; ability to deal effectively 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 including fax and copy equipment; ability to successfully work with and serve a diverse local community; physical condition commensurate with the demands of the position.

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

**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.