



## **RECEPTIONIST / CASHIER**

Effective: 1/1/03

### **DEFINITION/PURPOSE:**

Greet the public at the Authority's central office, both prospective clients, current clients, and visitors. Provide prospective clients and current clients with basic information on Authority programs and procedures and receive other visitors. Accept payments for rent, fees, and other charges. Operate the Central Office telephone system, receive and route all incoming undirected calls. Take messages, as necessary. Provide a variety of routine to difficult clerical support activities, as time permits.

### **DISTINGUISHING CHARACTERISTICS:**

This classification is one of the principal Authority first lines of personal contact with the general public, including prospective clients. The classification requires substantial general knowledge of the variety of Authority programs and knowledge of those individuals within the Authority who are competent to address those issues that cannot be dealt with at the reception counter. All positions are characterized by the presence of available information from which to make most responses and the availability of supervision in most non-routine circumstances. Independent judgment may be required in many circumstances. This classification differs from Office Assistant II in that its focus is exclusively oriented to dealing with public contact with the Authority and representation of the Authority to that public.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives direct and general program supervision from the Eligibility Supervisor and Housing Programs Analyst as necessary.

This classification is not normally responsible for the supervision of other Authority classifications; however, may direct the activities of students/interns as assigned.

### **ESSENTIAL JOB FUNCTIONS:** Duties may include, but are not limited to, the following:

- Greet and receive visitor to the Central Office. Issue visitor identification badges, sign-in visitors and direct them to appropriate individuals. Provide information regarding Authority programs, procedures, and referral services as provided by department directors. May direct clients to appropriate agencies.

- Operate the Authority's central telephone system and TDD equipment. Answer all incoming telephone calls. Screen and route calls to appropriate individuals, as necessary. Provide information and answer questions. As necessary, take messages, record name date and time of call, nature of business and person called on when called party is not available or does not answer. Call individuals promptly to deliver written messages.
- Check in all clients and public visitors. Maintain visitor logs and prepare required reports.
- Deal with prospective clients daily at the reception counter and by phone. Distribute applications for Authority programs. Generally, describe available programs and conduct mini-interview to determine possible eligibility. Attempt to answer questions before referral to Eligibility Specialists. Let prospective clients know of other non-Authority programs that may be available. When required, refer prospective clients to proper programs and people.
- Deal with current clients on a daily basis at the reception counter. Conduct computer query to determine client-cognizant workers and waiting-list position. Calm upset clients and attempt to assist in meeting their housing needs.
- Assist clients in understanding applications and documents by speaking to them in either Spanish or English. Review and accept applications and check for required documentation and signatures. Using a computer, enter applications into the system.
- Distribute job announcements and application forms. Accept and review job applications and resumes for completeness and signatures. as submitted. Refer completed applications to Human Resources.
- Receive rent payments and related accounts receivable from residents. Maintain and balance cash, checks, warrants, and other negotiable items. Calculate rents and/or other balances due by referring to computer system records. Using a computer, enter payments received and issue computer-generated receipts. Make changes only as required.
- Maintain and control keys for Authority residential complexes. Provide apartment keys to appropriate individuals and record transactions. Collect fees for keys, and make changes and provide handwritten receipts, as necessary.
- Maintain the security of the lobby, reception, and cashiering areas. Lock and unlock Central Office front entrance doors. Maintain and distribute/retrieve keys to the visitor restrooms. Admit visitors past lobby entrance.
- Deal with and attempt to assist upset clients or the public. Notify various response teams or outside agencies of emergency situations. Follow established procedure during crisis situations.
- Assist the department with file preparation and computer input, as required.
- Train other clerical staff, for backup and relief, in the use of the telephone system, TDD equipment, general reception, cashiering duties, and emergency procedures.
- Maintain supply of various office forms and information materials.
- Maintain a professional and cordial attitude towards co-workers and clients.
- Maintain consistent and regular attendance.

**OTHER JOB FUNCTIONS:**

- Maintain and monitor lobby for cleanliness and notify Maintenance staff of needed assistance.
- Maintain, post, and remove bulletin board notices, announcements, posters, etc.

**SPECIAL REQUIREMENTS:**

Knowledge of – The use of personal computers and various Windows-based applications programs. Basic telephone etiquette, the proper use, and operation of telephone and related communications systems. Correct use of oral and written English and Spanish. Basic record keeping principles and practices, basic business mathematics, methods and techniques of cash handling, and the operation of standard office equipment. Authority programs, their differences, and general eligibility requirements. Authority organization and the responsibilities of various sections of the organization. Pertinent Federal, State, and local codes, laws, and regulations.

Ability to - Communicate clearly and concisely in oral and written English and Spanish. Read, understand, and apply established Authority policies, procedures, practices, and regulations and those of the department. Follow oral and written instructions. Work under the pressure of high volume of contacts, the variety of their needs, and an appreciation of client anxiety. Assess the critical importance of information received from various sources. Prepare clear and concise reports. Deal effectively with the public under normal and confrontational circumstances. Establish and maintain effective working relationships with those contacted in the course of work. Learn to operate specialized communications equipment and read and interpret specialized department documents. Operate a personal computer, including the Authority computer system and word processing programs. Maintain the mental capacity to make sound decisions and the physical ability to perform assigned tasks.

Licenses and Certificates – Possess an appropriate California Driver License with a driving record acceptable to the Authority.

Physical Abilities and Work Environment – The employee must be able to sit for lengthy periods of time in an indoor office environment. Excellent uncorrected hearing and a clear unaccented easily understood voice are required in communicating with the public in person and by telephone. Use keyboard equipment for lengthy periods of time.

Other - Provide proof of US citizenship or, if an alien, either lawful admission for permanent residence or authorization for appropriate work from the Immigration and Naturalization Service.

- Bilingual fluency in English and Spanish is required.
- Be insurable by the Housing Authority's insurance carriers.

**EXPERIENCE AND EDUCATION GUIDELINES:**

Any combination of experience and education that would be likely to provide the required knowledge, skills, and abilities could be qualifying, as determined by the Authority. A typical way to obtain the knowledge, skills, and abilities is:

Experience – Two (2) years of experience in a clerical, cashiering, or receptionist position in a general office setting with heavy public contact. Experience with a social services agency whose function is generally related to the activities of the Authority is desirable.

Education – Graduation from an accredited high school or an equivalent certificate or diploma recognized by the State of California. Two years of college-level courses generally related to social sciences or business are desirable.