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### HOMEFRONT

PARTNERS FOR A BETTER BILLINGS

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| **Department:** | **Job Description** |
| **Job Title**: Housing Resource Specialist | **FLSA Status**: Non-Exempt |
| **Reports To (Title):** Chief Operating Officer | **Position Status:** Part-time  **(***Full-time, Part-time, Temporary)* |
| **Prepared By:** Chief Operating Officer | **Schedule:** TBD |

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| **Rate Range**: $13.93/hr. - $18.94/hr. | **Revision Date**: August 2021 |

***Job Summary:***

Under general supervision of the Chief Operating Officer, the Housing Resource Specialist performs front desk operations, providing a

variety of administrative office support to assist in the efficiency of business operations. Provide all guests with superb

customer service according to agency core values.

***Essential Duties and Responsibilities and Expectations:***

1. Customer Service
2. Phone Communication
3. Work Order Processing
4. Mail Processing
5. Miscellaneous Administrative Responsibilities
6. Ensure Organizational Excellence and Core Values are being practiced. Core Values: Respect, Diversity, Integrity, Public Trust, Empathy and Professionalism.

***Customer Service Duties:***

70 % of time

* Greet all guests and provide them with superb customer service.
* Notify staff when clients arrive for scheduled meetings.
* Answer client questions and all incoming calls. Document messages thoroughly.
* Redirect phone calls to the appropriate individuals.
* Document all walk-in lobby traffic.

***Work Order Processing Duties:***

5% of time

* Receive, submit, and communicate client and staff work order requests to the maintenance staff.
* Call-out all emergency work order requests in a timely manner.

***Mail Processing Duties:***

10% of time

* Accept all letters and packages and distribute them to the appropriate individual or department.
* Process outgoing mail, organizing and charging postage per department.
* Ensure all Certificate of Mailing letters are taken to the Post Office by the Operations Director, or other designated member of the Senior Management Team.

***Miscellaneous Administrative Duties:***

15% of time

* Open and close the front office according to regular business hours. Post signage of irregular business hours as needed.
* Prepare the front desk for daily business operations.
* Notify staff of any call-out absences. Update the vacation calendar accordingly.
* Ensure the front desk and office lobby are clean, organized, and equipped with all necessary supplies such as pens, forms, and paper.
* Monitor, organize, and forward electronic faxes to appropriate individuals.
* Assist the Operations Director in supply inventory and ordering.
* Assist Housing Choice Voucher program with the coordination and scheduling of hearings.

***Minimum Qualifications (Experience/Education):***

* Valid Montana Driver’s License or ability to obtain within 60 days of starting employment with HomeFront.
* Bondable
* High School Diploma or equivalent
* Experience working in an administrative office position desired.
* Two-years of customer service experience.
* Experience with multi-line telephone systems.
* Microsoft office suite proficiency.

## *Competencies or Knowledge, Skills and Abilities (KSA’s):*

* Relate to and effectively work with low-income, elderly, and/or disabled persons in a professional and respectful manner.
* Provide good customer service and maximize customer satisfaction in the delivery of service.
* Work independently in a non-structured setting with minimal supervision.
* Manage time and tasks efficiently with limited supervision
* Work professionally with co-workers, residents, vendors, and the general public.
* Speak and understand English in spoken and written form.
* Develop letters, memoranda, reports, schedules using grammatically correct English.
* Strong attention to detail.
* Ability to multi-task effectively.
* Conflict resolution.

## *Physical Demands & Working Conditions:*

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| --- | --- | --- |
| Constant (67%-100%) | Frequent (34%-66%) | Occasional (1%-33%) |
| Manual dexterity (Right, Left, Both)  Sitting  Talking  Listening  Close & distant vision  Depth perception  Ability to adjust focus  Moderate noise | Walking  Standing  Reaching | Stoop, kneel, crouch, or crawl  Lift up to 10 pounds |

**HomeFront** is an Equal Opportunity Employer. **HomeFront** does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by appropriate law. All employment is decided on the basis of qualifications, merit, and business need.

*The above statements are intended to describe the general nature and level of work being performed by the individual assigned this position. This job description is not intended to be an exhaustive list of all responsibilities, duties and skills of the personnel in those positions(s).*

*I have read and accept the duties and responsibilities as outlined. I have also been given the opportunity to discuss any questions or concerns regarding any or all of the above directly with my supervisor prior to signing this document. Further, I agree to notify my supervisor immediately in the event that I am unable to fulfill any or all of the duties as outlined above.*

*I understand that* ***HomeFront*** *reserves the right to revise or change this job description as the need arises.*

*I have reviewed this job description and received a copy.*

Employee Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_/Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_