



Housing Authority
of the
County of Tulare

CLASSIFICATION: APPLICATIONS OFFICE CLERK

RESPONSIBLE TO: AREA MANAGER and OCCUPANCY PROGRAM SPECIALIST

DEFINITION: Under supervision, to perform the primary duty of taking tenant applications over the phone, and occasionally in person when necessary, and to do other related work as required.

EXAMPLES OF DUTIES: Answers the applications phone line at the central-office location taking tenant applications and informing applicants for which programs they may qualify and answering simple housing-program questions; helps with housing updates on a limited basis; assists in the Visalia area office with various administrative tasks, as well as carrying a small caseload as an Eligibility Clerk; makes copies; performs filing duties; and does related work as required.

EDUCATION/EXPERIENCE: Graduation from high school with a minimum of one year's experience in typing/data inputting, telephone and clerical work.

KNOWLEDGE OF: Modern office methods, equipment and procedures; proper English usage and ability to sufficiently, tactfully and courteously answer repetitive phone calls and speak to the public; sufficient math skills to do simple, accurate computations; knowledge of Housing Authority programs.

SKILLS TO: Greet and provide information to the public over the phone or in person; answer incoming calls quickly and in an organized manner; quickly and accurately input data into computer system; understand and follow prescribed procedures and adhere to policy and procedures; write clearly and neatly; use tact; and perform a variety of duties with minimum supervision.

DESIRABLE QUALIFICATIONS: Prior experience as a receptionist and/or clerk; computer experience.

PHYSICAL CHARACTERISTICS: Manual dexterity of the hands/wrists in order to operate a keyboard (computer and/or typewriter), calculator and other office equipment; good eyesight to read and/or write and visually use a computer screen; good hearing to handle telephone conversations and converse with applicants coming into the office; clear speech and verbal skills in order to communicate with the public and co-workers; ability to operate a motor vehicle; ability to cope with stressful, fast-paced circumstances and to cordially interact with coworkers to accomplish common tasks. Regular attendance required.

LICENSES/CERTIFICATES: A valid California driver's license.