



## **Job Posting**

**Position:** Maintenance Clerk

**Summary:** The Biloxi Housing Authority (“BHA”) is seeking a Maintenance Clerk to join our team! The primary purpose of this position is to perform responsible administrative work in support of the BHA Maintenance Department. Duties include receiving, processing, and coordinating work orders from customers and BHA staff, receiving and making business telephone calls, maintaining files, preparing reports, word processing, updating computer files, etc. Performance of these duties requires skill in dealing with the customers and the public and exceptional organizational and computer skills.

All activities must support the Biloxi Housing Authority (“BHA” or “Authority”) mission, strategic goals, and objectives.

### **Required Education and Experience:**

- Associate’s degree in secretarial science, office management, or related field, and at least two (2) years of experience in administrative or responsible clerical work, preferably in the construction industry; or
- High school diploma, GED and four (4) years of related experience in a public housing agency, performing similar duties to those outline herein; or similar administrative work in a medium sized construction company office governmental or social service agency office.
- Any equivalent combination of education, training, and experience, which, in the sole determination of the Housing Authority, provides the required knowledge and abilities, may be considered sufficient.

### **Duties and Responsibilities:**

- Receives and files written and electronic information regarding maintenance deficiencies from a variety of sources, including annual inspections, resident work order requests, and requests received by the answering service after BHA business hours.
- Generates and assigns work orders in a timely manner according to resident or management requests; processes tenant billing weekly.
- Reviews work orders for completion; identifies and reports outstanding work order times to Maintenance Supervisor.
- Assists the Maintenance Supervisor in tracking and reporting on unit turnaround time.
- Frequently communicates daily with appropriate BHA personnel regarding work order requests, completion and complaints.
- Coordinates with Management and contractors/vendors to schedule routine pest control and

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retreatments for all properties and to schedule and coordinate all mandatory property inspections, including fire extinguishers, fire alarms, fire sprinklers, fire department, elevator and any other special inspection that is requested.

- Assists with the annual inventory as needed.
- Receives and directs all incoming telephone calls.
- Performs clerical duties such as filing, typing correspondence, mailings, scheduling meetings, transcribing dictation, and the taking of minutes and their transcription, etc.
- Maintains and assists departmental staff with reports and statistical records.
- Maintains departmental records and files and serves as the main communication interface for the department.
- Ensures proper maintenance of office equipment and office supplies.
- Other related duties as assigned.

**Benefits and Compensation:**

BHA offers a comprehensive and competitive benefits package. The annual salary range for this position is \$32,150.00 - \$43,250.00. Salary is commensurate with experience and qualifications.

**Location:** Biloxi, MS

# BILOXI HOUSING AUTHORITY

## Position Description

Classification: **Maintenance Clerk**

Supervisor: **Director of Maintenance and Modernization**

Department: **Maintenance**

Status: **Non-Exempt** Pay Grade/Range:

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### Summary

The primary purpose of this position is to perform responsible administrative work in support of the BHA Maintenance Department. Duties include receiving, processing, and coordinating work orders from customers and BHA staff, receiving and making business telephone calls, maintaining files, preparing reports, word processing, updating computer files, etc. Performance of these duties requires skill in dealing with the customers and the public and exceptional organizational and computer skills.

All activities must support the Biloxi Housing Authority (“BHA” or “Authority”) mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

The following is a listing of the key duties and responsibilities of this position, and the skills, experience and knowledge required for the employee in this position. The listed duties should not be considered as a complete listing of all the work requirements, but a representative listing of the key duties of the position. Additional tasks to those listed below may be required, and individuals holding this position may be required to work in other areas of the housing authority to equalize or balance the workload, cover absences, or for other business needs of the Authority.

1. Receives and files written and electronic information regarding maintenance deficiencies from a variety of sources, including annual inspections, resident work order requests, and requests received by the answering service after BHA business hours.
2. Generates and assigns work orders in a timely manner according to resident or management requests; processes tenant billing weekly.
3. Reviews work orders for completion; identifies and reports outstanding work order times to Maintenance Supervisor.
4. Assists the Maintenance Supervisor in tracking and reporting on unit turnaround time.

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5. Frequently communicates daily with appropriate BHA personnel regarding work order requests, completion and complaints.
6. Coordinates with Management and contractors/vendors to schedule routine pest control and retreatments for all properties and to schedule and coordinate all mandatory property inspections, including fire extinguishers, fire alarms, fire sprinklers, fire department, elevator and any other special inspection that is requested.
7. Assists with the annual inventory as needed.
8. Receives and directs all incoming telephone calls.
9. Performs clerical duties such as filing, typing correspondence, mailings, scheduling meetings, transcribing dictation, and the taking of minutes and their transcription, etc.
10. Maintains and assists departmental staff with reports and statistical records.
11. Maintains departmental records and files and serves as the main communication interface for the department.
12. Ensures proper maintenance of office equipment and office supplies.
13. Other related duties as assigned.

### **Required Knowledge, Skills and Abilities**

1. Knowledge of the general operations and procedures of a medium sized office.
2. Knowledge of the purposes, policies and regulations of a Public Housing Agency (PHA) regarding tenant and owner rights under the HUD Program and state law.
3. Strong working knowledge of the building and equipment components and parts of residential dwellings.
4. Knowledge of the operation of commonly used office equipment, especially the use of personal computers for word processing and spreadsheet applications.
5. Knowledge of multi-line business telephone equipment usage and procedures.
6. Ability to accurately and rapidly compose effective correspondence, to make moderately complex computations accurately.
7. Ability to remain calm in the face of stressful working conditions and to speak in a pleasant comfortable voice.

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8. Ability to work independently and use sound judgment in decisions making and problem solving.
9. Ability to understand, act on, and interpret policies, regulations, and procedures as set forth by the state, federal government and Biloxi Housing Authority.
10. Ability to present ideas in a clear and concise manner, in English, both orally and in writing.
11. Knowledge of business English, spelling, punctuation and grammar. Fluent speaking, reading and writing in the Vietnamese language is not required, but desirable.
12. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, customers, HUD; and local, state, and federal officials; Demonstrated ability to communicate with people from a broad range of socio-economic backgrounds.
13. Ability to work productively in less than ideal conditions, e.g. noise, high traffic areas, etc.
14. Skills in handling multiple tasks often requiring immediate response.
15. Ability to effectively and efficiently use of the message retrieval and answering systems.
16. Knowledge of *Microsoft Word* at the intermediate level and *Microsoft Excel* and the intermediate level.

### Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

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Teamwork: Actively participates and collaborates across boundaries and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

### Supervision

The employee receives instructions from the Director of Maintenance and Modernization. Courses of action, deadlines, and priorities are established by established HUD or BHA procedures or supervisor. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Complex problems or situations not covered by instructions are usually referred to the supervisor. The employee's work is reviewed regularly for accuracy, completion, and compliance with policies and procedures.

### Minimum Education and/or Experience

1. Associate's degree in secretarial science, office management, or related field, and at least two (2) years of experience in administrative or responsible clerical work, preferably in the construction industry; or
2. High school diploma, GED and four (4) years of related experience in a public housing agency, performing similar duties to those outline herein; or similar administrative work in a medium sized construction company office governmental or social service agency office.
3. Any equivalent combination of education, training, and experience, which, in the sole determination of the Housing Authority, provides the required knowledge and abilities, may be considered sufficient.

### Language Skills

Ability to read, analyze, and interpret general business periodicals and technical procedures. Ability to communicate clearly and concisely, both verbally and in writing. Ability to understand and follow verbal and written instructions. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

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### **Mathematical Skills**

Must demonstrate proficiency in basic business math. Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.

### **Technical Skills**

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### **Special Requirements**

1. Must possess a valid driver's license, have reliable transportation and insurable under BHA's automobile insurance plan.
2. Criminal background checks will be performed on all applicants.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. 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 primarily stationary but is regularly required to move throughout the office. The ability to move, transport, or position small objects around the office, such as books, binders, files, documents, and supplies is required. The employee must be able to exchange information in person, in writing, and via telephone. The employee must be able to operate a computer and standard office machinery.

### **Working Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is moderate.

**BILOXI HOUSING AUTHORITY**

**Position Description**

**Read and Acknowledged**

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**Employee Signature**

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**Date**

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**Employee Name [printed]**