



Job Announcement

Eligibility: Housing Authority of the City of Pueblo Employees and Qualified Public

September 15, 2023

The Housing Authority of the City of Pueblo has an opening for the position of:
Receptionist/Work Order Specialist

This is a full-time non-exempt (hourly) position with a starting rate of \$18.14 per hour.

Please review the attached job description and qualifications carefully before completing an application.

Applications may be obtained at the Central Management Facility, 201 S. Victoria Ave between 8:00 a.m. and 4:30 p.m. or on our website at www.hapueblo.org

Job posting will remain open until filled.

Date: 6/2022

Title: Receptionist/Work Order Specialist



General Purpose

Performs clerical work of routine difficulty while consistently providing residents and employees with the highest quality of service and support. May perform other duties as requested by supervisor.

Essential Duties and Responsibilities

- Greets incoming customers and directs them to appropriate staff.
- Answers incoming calls and forwards them to appropriate staff. May take messages in their absence.
- Answers various questions clients may have including assistance with explanation of charges on rent statements to residents as needed.
- May assist residents with minor complaints.
- May maintain a petty cash box.
- Generates work orders from phone calls, walk-ins, HQS inspections, overtime follow-up and from staff.
- Generates work orders for monthly pest control contract.
- Generates work orders each month for mechanical system filters replacement.
- Schedules pest control as necessary. Prepares and sends notices to tenants on roach and ant treatments. Prepares notices on bedbug treatments for property managers.
- Completes a variety of filing including resident filing and work orders.
- Assists with collection of paperwork and distributes to appropriate staff.
- Distributes incoming mail to appropriate staff.
- May complete various administrative tasks including data entry, preparing notice, preparing outgoing mail, filing, and updating resident information.
- Maintains office equipment. Calls for service on office equipment when needed.

Education, Training and Experience

- High school diploma or GED with two-year general clerical experience or an equivalent combination of education and experience.
- Computer proficiency in MS Office.

Knowledge and Skills

- Ability to work both independently and as part of a team.
- Strong organizational skills and attention to detail.

- Excellent personal and telephone communication skills, ability to work under pressure while maintaining an organized flow of communications in spite of interruptions.
- Ability to process work quickly accurately and with changing priorities.
- Excellent written and verbal communications skills.
- Valid Colorado driver's license and eligibility for coverage under HACP fleet auto insurance is required.

Materials and Equipment Used

Standard office materials and equipment

Supervisory Responsibilities

Employee does not have any supervisory responsibilities

Working Environment and Physical Responsibilities

Indoor work involves sitting for extended periods in an office environment with frequent exposure to distractions and interruptions. May involve physical exertion, such as kneeling, crouching or lifting files and records and eye strain from working with computers and other office equipment.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel within this classification.