



Job Announcement

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

May 28, 2026

The Housing Authority of the City of Pueblo has an opening for the position of: Receptionist.

This is a full-time non-exempt (hourly) position with a starting rate of \$20.00 per hour.

Please review the attached job description and qualifications carefully before completing the 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: 05/2026

Title: Receptionist



General Purpose

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

Supervisory Responsibilities

Employee does not have any supervisory responsibilities

Essential Duties and Responsibilities

- Greets incoming customers and directs them to appropriate staff.
- Answer incoming calls and forward them to appropriate staff. May take messages in their absence.
- Answers or property directs tenant/visitor/caller questions to the appropriate person that may come in via phone or in-person
- May assist or direct as appropriate visitors and tenants with minor complaints.
- Generate work orders from phone calls, walk-ins and from staff.
- Generates work orders for monthly pest control contract.
- Completes a variety of filing including tenant files or other filing to assist other administrative personnel.
- Completes scanning of documents to tenant files in software systems.
- 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 and calls for service on office equipment when needed.
- Other duties as assigned.

Licensure, Credentials & Experience

- Valid Colorado Drivers' License in good standing required.
- High school or equivalent education level required or minimum two year general clerical experience required.
- Demonstrated experience in a high-volume call position required.
- Demonstrated experience in customer service excellence required.
- Demonstrated experience in property customer service, maintenance call center or other property rental experience preferred.

General Knowledge & Qualifications

- 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 despite interruptions.
- Ability to process work quickly accurately and with changing priorities.
- Excellent written and verbal communications skills.

Materials and Equipment Used

- Standard Office Equipment.
- General Maintenance Tools etc.

Working Environment & Physical Responsibilities

- Majority of work is at a stationary desk, indoors.
- Travel to properties throughout the city of Pueblo may be required.
- Travel outside of the city of Pueblo for conferences, training or other relevant agency needs may be required.
- This position requires in-person work 100% of the time, remote/hybrid work is not available for this job.

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.