



Office Specialist Position Description

Department: Public / Affordable Housing
FLSA Status: Full-time, Non-Exempt
Reports To: Asset Manager
Benefits: Full

Description:

This is clerical work involved in the management of resident facilities. Work involves receiving and maintaining routine records of cash receipts for payment of rent or other charges in accordance with established and well-defined procedures. Duties include issuing receipts for funds collected and maintaining simple bookkeeping records of work transactions. Work is performed under close supervision of the Asset Manager or Assistant Property Manager and is checked by daily reconciliation of monies and by statement of operations, tenant account cards, and receipts.

Duties:

ESSENTIAL DUTIES

The statements contained below reflect general details as necessary to describe the principal functions of the job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise balance the workload.

An essential function is a duty or responsibility that is critical or a unique component of the job and is required to be performed with or without reasonable accommodations.

- Prepares monthly rent rolls and miscellaneous reports and forms for review and approval of supervisor.
- Receives, counts, balance, and report checks or other negotiable instruments for payment of rent and other charges. Issues receipts to tenants making payments.
- Prepares adjustment slips for debits, credits, and transfers of tenant accounts.
- Prepares daily bank deposit.
- Makes daily settlement of monies, check and balance negotiable instruments against receipts, and prepares statement of operations.
- Gives information to the public with respect to Authority policies, regulations, and procedures.
- From copy, rough draft, or general instructions, types forms, letters, vouchers, reports, or other materials frequently requiring independent action and discretion on problems encountered.
- Performs basic administrative functions involved in interviewing applicants and tenants and make fundamental determinations as to eligibility for Housing Programs.
- Receives complaints for tenants and attempts to resolve, but refers more complex complaints to the Asset Manager or Assistant Property Manager.
- Serves as receptionist for incoming telephone calls and office visitors.
- Types required reports, sorts and files correspondence, maintains tenant files, maintains alphabetically and numerically files, or other files by predetermined categories.
- Prepares requisitions, work orders, etc., and may maintain the work order schedule.
- Prepares and submits required reports to Asset Managers.
- Prepares and reconciles end of the month trial balance.
- Assist with Annual Tenant Re-examinations at resident housing complexes.
- Perform related duties and responsibilities as required.

CORE COMPETENCIES

The following personal attributes are considered essential requisites for effective performance of the holder of this position.

- **Problem Solving Expertise:** Identifying and defining problems/goals including scope and sequence of priorities for attainment; selecting and implementing alternative solution strategies; and supervising resources, constraints, and contingencies.
- **Positive Thinking & Attitude:** Maintains a positive work environment by creating job motivation, remaining enthusiastic about taking challenges, demonstrating an “I care” attitude, approaching others in a pleasant, happy, upbeat manner, and always finding the positive aspect of a negative situation; ability to resolve conflict in positive ways.
- **Communicates Effectively:** Presents ideas and influentially through various means; identifies/shares important information in a timely manner; appears knowledgeable and confident in communicating information.
- **Work Ethic:** Dependable and meets commitments by exhibiting willingness to put in extra hours or extra effort to get the job done; available and presentable for work on a consistent and timely basis.
- **Organization:** Develops plans to achieve objectives by identifying resources needed, time allocations, and anticipated obstacles; utilizes planning tools and methods for prioritizing, organizing and following through.

Qualifications:

MINIMUM REQUIREMENTS

- Graduation from a standard high school or possession of a GED certificate.
- Two (2) years of experience in a Customer Service position as a teller, cashier, or general clerical work involving contact with the public.
- Any combination of experience and training would likely provide the required knowledge and abilities are qualifying.
- Florida Class “E” driver’s license and be insurable by PCHAs liability and fleet insurance carrier.

QUALIFICATION PROCEDURES

Applications will be reviewed for relevant experience, education and training. Applications must be detailed and complete for proper evaluation. The best-qualified applicants may be required to complete further testing, which may consist of any combination of written, oral or performance examinations. Responses to supplemental questions are required if applicable.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Computers and ability to operate PCHA software.
- Principles and practices of cashiering.
- Business mathematics and bookkeeping.
- Office procedures, methods, and equipment with particular reference to the receiving of and accounting for money.

Ability to:

- Read, write and comprehend simple instructions, correspondence and memos in English.
- Effectively present information in one-on-one and small group situations to customers, clients and other employees of the Authority.
- Make rapid and accurate mathematic computations in adding, subtracting, multiplying and dividing in all units of measure, using whole numbers, common fractions and decimals.
- Apply common sense understanding to carry out instruction furnished in written, oral or diagram form.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Office environment.
- Driving a vehicle to conduct work.
- Work Monday – Friday; some weekends may be required, hours to be determined.
- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to read a variety of materials and to drive.
- Dexterity of hands and fingers to operate a computer keyboard.
- Sitting for extended periods of time.
- Operate mailing and other equipment.
- Contact with dissatisfied or abusive individuals.

ADA STATEMENT

In compliance with the Americans with Disabilities Act, the Pinellas County Housing Authority will make reasonable accommodations to the known disability of a qualified applicant or employee to enable people with disabilities to enjoy equal employment opportunities, if it would not impose an “undue hardship” on the operation of the employer’s business.

ETHICS

As a governmentally funded agency, PCHA is committed to maintaining the highest of ethical standards. Applicants selected for employment are expected to perform work responsibilities with the highest degree of integrity, professionalism and honesty, to merit the respect of co-workers, clients, partners, vendors and the general public. Applicants selected for employment are also expected to serve the public with dedication, concern, courtesy and responsiveness.

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to this job.

This position specification is not an employment agreement or contract. Management has the exclusive right to alter this position specification at any time, without notice.

PCHA is an Equal Opportunity Employer.

To apply, please send your resume to Human Resources via email, employment@pinellashousing.com or via fax at (727) 489-0779.