

## **AKRON METROPOLITAN HOUSING AUTHORITY**

**Job Title:** Customer Service Clerk  
**Reports to:** Customer Service Office Supervisor  
**Department:** Customer Service  
**Date:** June 2012  
**FLSA Status:** Non-exempt

### **General Purpose:**

Performs various clerical duties in support of housing management activities (e.g., answering phones, recording complaints and maintenance requests, data input, filing). Primarily responsible for maintaining data in the work order system and logging resident complaints.

### **Essential Duties and Responsibilities:**

*The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.*

- 70% Issue work orders. Obtain information from caller, visitor or fax machine and accurately enter work order into computer system. Generate work orders based on unit inspection findings.
  
- 15% Promptly answer telephone calls from residents, staff, the elevator phone line (if elevator is malfunctioning), and the general public. Determine the nature of the complaint and prioritizes the need. Provide routine information and assistance to ensure good customer relations. Receive and record complaints lodged by clients or the public. Obtain necessary information from the complainant, complete appropriate logs and forward complaint to the appropriate party for resolution.
  
- 10% Contact property manager by cell phone for emergency work orders. If necessary, dispatch maintenance personnel for emergency work orders. Obtain necessary information from caller or visitor to determine the nature of the emergency.
  
- 5% Miscellaneous
  - Prepare monthly pest control schedule and issue related work orders..
  - Order apartment unit appliances.
  - Retrieve and provide work order history reports for residents and/or staff when requested.
  - Maintain appropriate logs and documentation.
  - Maintain files.
  - Copy, collate and type various documents from written and electronic information.
  - Other duties as assigned.

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**Competencies:**

Demonstrates good listening skills; communicates effectively with residents and the general public in a polite and responsive manner; ensures callers that they should feel comfortable contacting customer service; demonstrates patience when speaking with residents; accurately prepares documentation.

**Minimum Qualifications, Education and Certifications:**

High School diploma or equivalent and 1 year clerical experience, including basic knowledge of computers. Demonstrated customer service skills required. A minimum of 2 years of experience in a customer service role preferred. Prior public housing experience strongly preferred. Experience dealing with challenging clientele including individuals with physical and/or mental challenges, language barriers and the elderly is preferred.

**Physical Requirements.** 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:

Physical demands may include kneeling, reaching, pushing, fingering, manipulating, talking, hearing, sitting for extended periods, crouching, standing for extended periods, stooping, walking, lifting up to 10 lbs. and repetitive motion using a keyboard, telephone and calculator. The visual acuity requirements include viewing a computer monitor and extensive reading.

**Working Conditions.** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job:

Office environment.

**Employee Understanding:**

The above job description was received, read and understood by me.

\_\_\_\_\_  
Employee's signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor's signature

\_\_\_\_\_  
Date

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