

AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Client Service Representative
Reports to: Resident Placement Manager
Department: Housing Placement Services
Date: April, 2002
FLSA Status: Non-exempt

General Purpose:

Responsible for responding to inquiries from the public, applicants and residents. Performs clerical functions to support Occupancy Department.

Essential Duties and Responsibilities:

25% Schedules appointments for orientation. Access information in the computer.

15% Answer inquiries regarding applications and housing information.

10% Answer and route phone calls. Direct visitors to the appropriate party.

10% Respond to inquiries regarding applications, transfers, re-certifications, admissions and occupancy information.

25% Perform routine office tasks such as typing, filing and maintaining routine records.

10% Provide accurate information regarding applications, Local Preferences and Occupancy regulations to the general public and interested applicants.

5% Miscellaneous

- Responsible for the appearance of the lobby.
- Other duties as assigned.

Minimum Qualifications, Education and Certifications:

High school graduation with one to two years experience including data entry and customer service. Demonstrated proficiency with computers and computer software. Must possess a valid Ohio driver's license and be insurable under AMHA policy.

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.

able-click to edit)