

AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Customer Service Clerk
Reports to: Customer Service Office Supervisor
Department: Customer Service
Date: April, 2002
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:

70% Issue work orders. Obtain information from caller, visitor or fax machine and enter work order into computer system.

15% Answer telephone calls from residents, staff and the general public. 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% 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. Maintain appropriate logs and documentation.
- Call clients to make quality control inquiries regarding closed work orders according to established procedures.
- Maintain files.
- Copy, collate and type various documents from written and electronic information.
- Other duties as assigned.

Minimum Qualifications, Education and Certifications:

High School diploma or equivalent and 1 year clerical experience, including basic knowledge of computers.

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.