

AKRON METROPOLITAN HOUSING AUTHORITY

Job Title: Receptionist
Reports to: Housing Placement Manager
Department: Housing Placement Services
Date: April, 2002
FLSA Status: Non-exempt

General Purpose:

Greets all visitors and telephone callers to the central office, providing information and directions.

Essential Duties and Responsibilities:

- 50% Receive incoming telephone calls, greet the caller utilizing AMHA's greeting, provide information requested, and/or route call as requested by caller. Page parties as necessary.
- 40% Greet visitors to the central office utilizing AMHA's greeting. Ask visitors to sign visitor's log. Announce visitors to AMHA personnel. Provide information as requested, and/or direct visitors to appropriate departments.
- 10% Miscellaneous:
- Assist staff with calls.
 - Operate paging system.
 - Assist staff with clerical tasks such as sorting, stuffing envelopes and labeling.
 - Other duties as assigned.
 - Opening and closing procedures

Minimum Qualifications, Education and Certifications:

High school diploma or equivalent. One year experience as a receptionist required. Must have valid Ohio driver's license and be insurable under AMHA.

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.

