



## **Job Posting**

**Position:** Receptionist

**Summary:** The Biloxi Housing Authority (“BHA”) is seeking a Receptionist to join our team! The primary purpose of this position is to provide clerical support for Authority departments. This position may work on various BHA sites.

All activities must support the Biloxi Housing Authority (“BHA” or “Authority”) mission, strategic goals, and objectives.

### **Required Education and Experience:**

- High school diploma or GED and at least two (2) years of related clerical experience, preferably relating to property management.
- Any equivalent combination of education, training, and experience which, in the sole determination of the Housing Authority, provides the required knowledge and abilities.

### **Duties and Responsibilities:**

- Monitors front desk and reception area of Authority’s main office, ensuring customer satisfaction in a courteous and timely manner.
- Maintains positive communications and relations in all interactions, including answering phone calls and receiving walk-in visitors to office; receives and responds to inquiries (telephone and in-person) from applicants, residents, landlords and community organizations when appropriate.
- Greets and directs visitors to appropriate personnel.
- Types office correspondence such as letters, forms, reports, and other materials. Duplicates, collates, and prepares correspondence for distribution.
- Receives, sorts, and distributes mail in a timely and accurate manner.
- Stores and maintains accurate and essential files while confirming the security of such records.
- Receives and responds to inquiries from applicants regarding housing status. Ensures adequate supply of forms and flyers are available for housing applicants.
- Assists applicants and participants at the lobby kiosks with certification activities.
- Assists other departments as requested.
- Other related duties as assigned.

**Benefits and Compensation:**

BHA offers a comprehensive and competitive benefits package. The annual salary range for this position is \$32,400 - \$43,600. Salary is commensurate with experience and qualifications.

**Location:** Biloxi, MS

# BILOXI HOUSING AUTHORITY

## Position Description

Classification: **Receptionist**  
Supervisor: **Director of Housing Operations**  
Department: **Administrative**  
Status: **Non-Exempt** Pay Grade/Range:

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### Summary

The primary purpose of this position is to provide clerical support for Authority departments. This position may work on various BHA sites.

All activities must support the Biloxi Housing Authority (“BHA” or “Authority”) mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

The following is a listing of the key duties and responsibilities of this position, and the skills, experience and knowledge required for the employee in this position. The listed duties should not be considered as a complete listing of all the work requirements, but a representative listing of the key duties of the position. Additional tasks to those listed below may be required, and individuals holding this position may be required to work in other areas of the housing authority to equalize or balance the workload, cover absences, or for other business needs of the Authority.

1. Monitors front desk and reception area of Authority’s main office, ensuring customer satisfaction in a courteous and timely manner.
2. Maintains positive communications and relations in all interactions, including answering phone calls and receiving walk-in visitors to office; receives and responds to inquiries (telephone and in-person) from applicants, residents, landlords and community organizations when appropriate.
3. Greets and directs visitors to appropriate personnel.
4. Types office correspondence such as letters, forms, reports, and other materials. Duplicates, collates, and prepares correspondence for distribution.
5. Receives, sorts, and distributes mail in a timely and accurate manner.

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## Position Description

6. Stores and maintains accurate and essential files while confirming the security of such records.
7. Receives and responds to inquiries from applicants regarding housing status. Ensures adequate supply of forms and flyers are available for housing applicants.
8. Assists applicants and participants at the lobby kiosks with certification activities.
9. Assists other departments as requested.
10. Other related duties as assigned.

## Required Knowledge, Skills and Abilities

1. Knowledge of the general operations and procedures of a medium-sized office.
2. General knowledge of the purposes, policies, and regulations of a Public Housing Agency (PHA) is preferred.
3. Knowledge of and ability to operate office equipment, especially the use of computers for word processing and spreadsheet applications.
4. Familiarity with multi-line business telephone equipment usage and procedures. Experience in handling multiple calls and visitors, and the use of message retrieval systems and transmission.
5. Demonstrated ability to accurately and rapidly compose effective correspondence, to make moderately complex computations accurately.
6. Ability to present ideas in a clear and concise manner, in English, both orally and in writing.
7. Demonstrated knowledge of business English, spelling, punctuation and grammar; fluent speaking. Fluency in the Vietnamese language is desired.
8. Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, customers, HUD; and local, state, and federal officials; Demonstrated ability to communicate with people from a broad range of socio-economic backgrounds.

## Behavioral Competencies

*This position requires the incumbent to exhibit the following behavioral skills:*

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Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority. Uses appropriate judgment & decision making in accordance with level of responsibility.

Customer Service: Provides timely, courteous, and quality service to all internal or external customers by anticipating individual needs, following through on commitments and ensuring that our customers have been heard.

Communication: Employee is prepared, clear, concise, and organized in all facets of communication in order to fully establish understanding. Actively listens and understands the audience to adapt message appropriately. Communicates information with appropriate personnel in a timely manner.

Teamwork: Actively participates and collaborates across boundaries and works toward the achievement of common goals. Employee is adaptable and open to new ideas and/or approaches. Employee is aware of changes that impact internal and external customers and effectively communicates the impact when working as a team.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Safety Awareness: Employee is cognizant of his/her surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

## Supervision

The employee receives instructions from the Director of Housing Operations. Courses of action, deadlines, and priorities are established by established HUD or BHA procedures or supervisor. Routine duties are initiated and completed by the employee without supervisory direction. Instructions to the employee may be general or specific in nature. Complex problems or situations not covered by instructions are usually referred to the supervisor. The employee's work is reviewed regularly for accuracy, completion, and compliance with policies and procedures.

## Minimum Education and/or Experience

1. High school diploma or GED and at least two (2) years of related clerical experience, preferably relating to property management.
2. Any equivalent combination of education, training, and experience, which, in the sole determination of the Housing Authority, provides the required knowledge and abilities, may be considered sufficient.

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## Position Description

### Language Skills

Ability to communicate clearly and concisely, both verbally and in writing. Ability to understand and follow verbal and written instructions. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### Mathematical Skills

Ability to add, subtract, multiply, and divide in all units of measure using whole numbers, common fractions, and decimals.

### Technical Skills

To perform this job successfully, the employee should have basic computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

### Special Requirements

1. Must possess a valid Mississippi driver's license, have reliable transportation and insurable under BHA's automobile insurance plan.
2. Criminal background checks will be performed on all applicants.

### Physical Demands

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is primarily stationary but is regularly required to move throughout the office. The ability to move, transport, or position small objects around the office, such as books, binders, files, documents, and supplies is required. The employee must be able to exchange information in person, in writing, and via telephone. The employee must be able to operate a computer and standard office machinery.

### Working Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**BILOXI HOUSING AUTHORITY**

**Position Description**

The noise level in the work environment is moderate. Position may work at various BHA sites.

**Read and Acknowledged**

\_\_\_\_\_  
**Employee Signature** \_\_\_\_\_  
**Date**

\_\_\_\_\_  
**Employee Name [printed]**