

Jurisdiction: Ithaca Housing Authority  
Jurisdictional Class: Competitive  
Adopted: 11/15/00  
Revised: 03/13/03, 04/06/05, 12/09/15, 05/05/21

## **RECEPTIONIST**

**DISTINGUISHING FEATURES OF THE CLASS:** This position serves as the first point of contact with an agency or department and involves extensive face-to-face and telephone contact with the public. The work involves responsibility for the performance of routine clerical work and office functions determined essential to the efficient and economical function of the agency, including the use of a multiple phone line telephone console, answering and transferring calls to extension connections, and greeting the public. Incumbents screen all incoming requests for information either in person or by telephone, and provide routine information or direct requests to proper staff members. Additionally, employees in this class perform related clerical tasks such as taking messages, sending and receiving faxes, pulling appropriate files, and accepting registrations, applications and fees for programs. The work is performed under direct supervision and in accordance with a prescribed routine outlined by an administrative level supervisor. Supervision over the work of others is not a responsibility of employees in this class. Does related work as required.

### **TYPICAL WORK ACTIVITIES:**

Greets and receives visitors, directs them to desired office or location, provides requested information or makes appropriate referrals to staff members of the assigned department;  
Answers telephone calls at reception desk, makes transfer connections to appropriate offices, takes messages, and checks voicemails;  
Checks multiple drop boxes several times per day;  
Monitors sign-in/sign-out book for clients and visitors;  
Receives rent payments and applies them to appropriate tenant's account using accounting software;  
Take rents and other payments to the bank on a daily basis;  
Uses basic office equipment such as switchboard, postage meter, facsimile machine, computer and copier;  
Uses standard office software such as Microsoft Office Suite;  
Reports tenant service calls to maintenance staff;  
Reminds tenants and participants of inspection appointments; prepares and distributes inspection notices and reports;  
Prepares and assembles tenant and landlord notices, letters, and postings;  
Delivers correspondence to Titus Towers tenants, when needed;  
Travels to local store monthly to purchase various supplies;  
Receives, sorts and date stamps all incoming mail and distributes to staff;  
Addresses, applies postage, and mails correspondence; delivers mail to post office if necessary;  
Collects and maintains updated pet and parking information from tenants and provides follow-up for missing or outdated information;  
Prepares a monthly newsletter to tenants;  
Monitors and replenishes various client information material as well as office material and supplies;  
Maintains an organized, detailed and clutter-free office, including sanitizing the workstation;  
Provides general program information to the public;  
Accepts registrations, applications and fees related to program activities;  
Pulls materials from files and makes file searches;  
Reproduces and collates materials and documents;  
Maintains basic account records and maintains a structured filing system;  
Maintains pamphlets, brochures and related materials for the public;

**Typical Work Activities - continued**

Enters program information into a computerized database or similar electronic record;  
Responds to general clerical needs and assignments from appropriate staff.

**FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES, PERSONAL CHARACTERISTICS:**

Good knowledge of modern office terminology, procedures and equipment; working knowledge of common office software programs, including word processing, spreadsheet and database programs; working knowledge of the English language, including the ability to alphabetize, spell correctly and use appropriate grammar and punctuation; skill in the operation of a multiple phone line telephone console; excellent customer service skills, both in person and on the phone; ability to deal effectively with the public; ability to greet visitors in a professional and welcoming manner and provide requested information; ability to organize and maintain accurate records and files; ability to operate an alphanumeric keyboard; ability to multi-task effectively; ability to refer visitors to appropriate staff member after ascertaining their needs; ability to communicate effectively, both orally and in writing; ability to understand and follow oral and written instructions; ability to hear well and speak distinctly; ability to receive and record payments accurately; ability to operate modern office equipment including fax and copy equipment; ability to successfully work with and serve a diverse local community; physical condition commensurate with the demands of the position.

**MINIMUM QUALIFICATIONS:** Graduation from high school or possession of a high school equivalency diploma.

**SPECIAL REQUIREMENT:** Possession of a valid New York State Class D driver license or a valid driver license equivalent to a New York State Class D driver license at the time of appointment and maintenance of said license for the duration of employment.