



CUMBERLAND HOUSING GROUP

JOB DESCRIPTION

Position Title:	Office Associate II (Receptionist)	Salary Grade:	4
Department:	Property Management Services	FSLA Status:	Non-Exempt
Reports To:	Department Director	Last Reviewed:	4/1/2020
Positions Supervised:	None		

General Description of Position

Under the direction of the Director of the Department of Property Management Services, this experienced position is responsible for the day to day operations as assigned by the Director. The position will receive training on basic office procedures and property management functions including, but not limited to, acquiring information required for certifying applicants and existing tenants for occupancy, collection of rent and other fees, maintaining accurate computer and manual records for daily activities.

This position is responsible for following funder's policies and guidelines for operating the program. Identifies potential impediments to operations and resolves problems confronting projects. Development projects will primarily involve housing, community facilities, and infrastructure. In coordination with the Department Director, the Property Manager will work with elected officials, community groups, and civic organizations to develop plans and facilities and gain support.

Position Duties and Responsibilities

- Provides administrative support to the Department of Property Management Services and Administrative Services.
- Answers telephones and directs calls to the appropriate person.
- Prepares outgoing mail, sorts and delivers incoming mail.
- Monitors and takes appropriate action for assigned electronic mail accounts.
- Greets visitors to the main office and inquires of their reason for visit followed by addressing their needs or referring them to the correct person.
- Organizes meetings, luncheons, etc. as assigned.
- Provide personal delivery to residents of letters, notices, etc., from the office.
- Responsible for the care and accountability of any equipment issued or used.

- Will become familiar with the Admission and Continued Occupancy Policy, Residential Lease and all Addendums, Cumberland Housing Group policies, procedures, Barring List, and other related information within six months of employment.
- Manages the application process by distributing and collecting applications for housing and obtains necessary information to complete the application process for housing. Enters application data into computer and updates as needed.
- Maintains accurate resident information by reviewing all resident information maintained on file and making corrections as necessary.
- Attempts to solve problems directly with the tenant. Refers unresolved problems to appropriate employee.
- Schedules annual/interim adjustments and re-certifications.
- Produce rent statements, receive and apply rent payments, late charges and other charges to resident account.
- Explains and monitors the resident Community Service Program and tracks the hours for residents required to complete program.
- Prepares and presents documentation to supervisor to verify eligibility for continued occupancy in housing program.
- Monitors the move-out process for planned, unplanned move-outs, and evictions.
- Generate maintenance work orders.
- Performs all other assigned duties related to the Department of Property Management Services and office operations as assigned.

Work Environment

- The position incumbent works in both an office and outside environment to perform job functions.
- Physical: Work is performed inside and outside of the developments owned by the Cumberland Housing Group. Essential functions require maintaining physical condition necessary for data entry, sitting, standing and walking for prolonged periods of time.
- Mental: The incumbent must be capable of working closely and cooperatively with other people, both within and outside the organization and of varying degrees of mental competency.
- Environmental: Work is performed in a climate controlled office environment as well as inside and outside of the Cumberland Housing Group developments. Employee is

exposed to various weather conditions and to possible disruptive residents and non-residents.

- Work will require routine local and occasional out of area travel to attend education, meetings, conferences, and seminars.
- Work will require interaction with a variety of officials including funders, investors, design professionals, legal, marketing, government, and business representatives.

Required Qualifications for the Position

- Must be a high school graduate or have a GED.
- New Employee must have moderate to extensive experience performing similar duties and existing employee must have at least one year of service with the Cumberland Housing Group and a very good evaluation.
- Must have valid vehicle operator's license with a driving record acceptable to the Cumberland Housing Group's insurance carrier.
- Two years' experience in a related field is desired.
- Will be required to submit to employment screening which may include an FBI fingerprint record.
- Must participate in random employment drug and alcohol screenings.
- Must possess the proper attitude toward the elderly and low-income families and an understanding of how to deal with difficult people.
- Must have the ability to maintain a polite and effective working relationship with the general public.
- Moderate computer operation skills and knowledge of the Microsoft Outlook, Word, Excel software, use of the Internet and email.
- Must be physically qualified to perform duties of position.
- Must successfully complete Fair Housing training, and other job-related training (within 6 months of acceptance of position unless otherwise extended by the CEO).
- Good knowledge of modern office practices, procedures, record keeping and use of office machines.
- Ability to work in a fast-paced, team oriented, deadline driven, results-based environment and to accurately complete complex tasks in a timely manner.
- Ability to solve problems independently and carry out verbal and written instructions.

Nothing contained in this Job Description or in any other materials or information distributed by the Cumberland Housing Group creates a contract of employment between an employee and the Cumberland Housing Group. Employment is on an at-will basis. This means that employees are free to resign their employment at any time, for any reason, and the Cumberland Housing Group retains that same right. No statements to the contrary, written or oral made either before or during an individual's employment can change this. No individual supervisor, manager or officer can make a contrary agreement.

I have read and understand the duties and requirements of this position. I agree to perform according to this Job Description.

Employee Signature

Date Signed