



## **Broward County Housing Authority – Office Clerk/Receptionist**

### **Job Summary:**

Provides front line, in person receptionist duties related to the administration of government benefits. Serves as a highly effective communicator for all phone messages related to government housing activities in an exceptionally fast paced central office building. Navigate and prioritize between in person and call-in priorities of clients and the general public. Confirms appointments, refers to the appropriate internal department/individual, or directs to other agencies if appropriate. Maintains orderliness and decorum, prioritize or elevate matters based on importance; uses judgement on how to manage issues/concerns to preserve the most efficient office flow.

**Hiring Pay Range:** \$26,000 - \$28,000

### **Years of Experience:**

1 or more years in a high-volume office; call center; government office; or similar experience as a receptionist and phone operator.

Comfortable with a diverse population of clients.

### **Education:**

High School Diploma or equivalent; some college coursework helpful.

### **Responsibilities:**

1. Serves as receptionist for walk-in guests by greeting them, providing assistance as needed, answering questions, confirming appointments, referring to the appropriate department or individual, or directing to other agencies if appropriate.
2. Answers central phone system and handles inquiries, routes calls, provides contact information, and supports any other customer/client service needs as requested.
3. Interacts with internal departmental staff to deliver the most effective response to front of the house priorities and issues.
4. Review technology options and office management techniques which can be adopted to reduce client wait times and address repetitive situations in an orderly and efficient manner.
5. Processes BCHA mail by sorting incoming mail, routing to appropriate department/staff, date/time stamps incoming mail, assures outgoing mail is properly labeled/sealed and has proper postage, and maintains records of registered mail as requested.
6. Receives, stamps, and logs vendor bid responses to public bid solicitations.
7. Assists with office supply room, ordering supplies, maintaining equipment and updating postage machine as needed.
8. Gain familiarity with all internal resources available to facilitate business with the BCHA.
9. May assist with other mailroom, telephone/computer/kiosk and lobby functions.

### **Core Competencies:**

- Ability to remain calm under the pressure of multiple tasks or high-volume client interactions.  Familiar with high volume and able to prioritize.  Strong sense of people and paper management.  Ability to see lobby and reception as an administrative office to be managed for responsiveness and efficiency.
- Natural leadership ability to maintain orderliness. A strong sense of responsibility to triage priorities and maintain decorum in the lobby among clients or guests with less urgent matters.  Ability to engage clients to determine the nature of their inquiries in order to properly direct them to internal resources.

- Ability to learn multiple department functions and responsible parties to correctly connect client to internal resources.
- Excellent customer service skills both functional and behavioral including active listening, clearly communicating, displaying empathy, and memory retention, while maintaining courteous demeanor and patience.
- Strong skills in working with various office equipment including main switchboard/central phone system, computer dash boards, Microsoft Office, fax machine, copier, scanner, and mailing equipment.
- Ability to exercise discretion, confidentiality, and independent judgement when dealing with sensitive issues.
- Bi-lingual (Spanish or Creole) with ability to communicate verbally and in writing is preferred.

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### **About Strategic Philanthropy:**

Strategic Philanthropy, Inc. a south Florida based company, was founded on the belief that effective corporate giving can be so much more than simply writing a check to charities and nonprofits who ask for your help or involvement. It is our belief that when a company aligns its charitable giving with a strategic approach and measurable outcomes, the power of giving enhances a company's brand, image and strengthens the relationships and partnerships within the community.

In short, Strategic Philanthropy gets hired by companies to give away their money to nonprofits that meet a company's business goals and objectives. As you can imagine, we have many relationships with the nonprofits in our community. We value all of the programs and services they have to offer and work with them to help promote positions that are available within their organization so that they may find the best talent possible.

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