



CHAP GENERAL OFFICE CLERK I

DEPARTMENT: Rental Assistance – CHAP
REPORTS TO: Director of Rental Assistance
EXEMPT/GRADE: Non-exempt / 18

DEFINITION

Under direct supervision, the CHAP General Office Clerk I performs routine clerical tasks, data entry, word processing, record keeping, customer service, filing and basic verification tasks to assist in determining eligibility for the program.

EXAMPLES OF IMPORTANT & ESSENTIAL DUTIES

- Enters, edits, and retrieves data from computer system, following established formats, and reviews documentation for accuracy.
- Performs office support activities such as opening and sorting mail and processing outgoing mail.
- Performs basic eligibility verifications and makes inquiries directly to clients and landlords.
- Assists in maintaining various office files; reviews and organizes materials, forms and verifications.
- Files correspondence, reports, memos, documents, etc. in accordance with established filing system.
- Updates and monitors tracking spreadsheets for accuracy.
- Receives and responds to telephone calls, e-mails, and faxes.
- Receives and reviews program related documents.
- Performs basic finance data entry and tracking.
- Responds to landlord/client inquiries as appropriate.
- Performs related work as required.
- Generates routine letters, memos, correspondence, reports, forms from draft.

EMPLOYMENT STANDARDS

1. MINIMUM EDUCATION AND EXPERIENCE

- Graduation from high school or equivalent.
- One year of general clerical experience.

2. REQUIRED KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of office practices and procedures.
- Ability to use various computer programs accurately and efficiently.
- Knowledge of English usage, spelling, punctuation, grammar, and general mathematics.
- Ability to communicate tactfully and effectively in both written and verbal form in English, and preferably also in Spanish.

3. ADDITIONAL REQUIREMENTS

- Ability to work in a typical office setting and operate standard office equipment, including computers, printers, telephones, copiers, and calculators.
- Must be able to lift and/or carry objects and/or materials up to 25 lbs.
- Ability to travel to different sites and locations as required to perform job requirements or obtain agency-directed training.
- Possession of a valid driver's license with a good driving record.