



Housing Authority of the City of Reno

GENERAL OFFICE CLERK II

DEPARTMENT: All
 REPORTS TO: Director of the Department
 EXEMPT/GRADE: Non-Exempt / Grade 17

DEFINITION

Under general supervision, the General Office Clerk II provides varied complex and specialized clerical support to the assigned department. Provides administrative assistance to the department, acts as receptionist, and assists in the distribution of information to other department and agency staff.

EXAMPLES OF IMPORTANT & ESSENTIAL DUTIES

- Performs specialized office duties in support of one or more agency programs.
- Types routine memos, correspondence, reports, and forms. May complete blank forms in accordance with routine instructions.
- Uses computer to log and verify incoming and outgoing correspondence, verifications, and general information.
- Enters, edits, and retrieves data from computer system, following established formats.
- Maintains tracking spreadsheets to assist department.
- Oversees, tracks and schedules key data to comply with regulations and/or policies.
- Files reports, correspondence, and other material in accordance with established filing systems.
- Makes copies of correspondence and reports for appropriate distribution and filing.
- Assists in maintaining various office files; reviews and organizes materials, forms, and verifications.
- Maintains and oversees file storage to comply with regulations and policies for file retention purposes.
- Ensure compliance with HUD regulations, tracks and schedules interviews, fingerprints and wait list semiannual mailing notifications
- Assists in training General Office Clerk I staff.
- Acts as receptionist; answers the telephone and gives routine information, answers inquiries from the public and refers as appropriate.
- Maintains written procedures for all clerical duties and trains new clerical staff.
- Assists with work in other programs/departments as instructed.
- Performs related work as required.

QUALIFICATIONS

- Graduation from high school or equivalent. Some college preferred, but not required.
- A minimum of three years of increasingly responsible relevant experience which demonstrates possession of the knowledge, skills and abilities listed.

- Or an equivalent combination of education, training and experience as determined by Human Resources.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of functions, basic organization and procedural constraints related to the operation.
- Knowledge of HUD and Authority low-income housing programs and regulations preferred but not required.
- Knowledge of office administrative procedures, systems, and equipment.
- Knowledge of correct English usage, including spelling, grammar, punctuation, vocabulary, and basic mathematics.
- Ability to operate office equipment such as copiers, personal computers, facsimile machines, printers, and other equipment.
- Ability to type accurately at a speed sufficient to complete assigned work in a timely manner.
- Ability to organize work, set priorities, meet critical deadlines, and follow up on assignments with a minimum of direction.
- Ability to communicate tactfully and effectively in both written and verbal form.
- Ability to maintain effective, professional working relationships with staff, co-workers, clients, other agencies, and the public.

WORK ENVIRONMENT & PHYSICAL DEMANDS

- Mobility, balance, coordination, vision, hearing, and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work in an office setting, frequently operate standard office equipment including computers, printers, telephones, copiers, and calculators.
- Stamina to sit for extended periods of time; vision to read printed materials; hearing and speech to communicate in person or over the telephone; ability to lift and/or carry up to 25 lb.
- Some positions may require travel to different sites and locations and require a valid Nevada divers license in good standing.