



Housing Authority of the City of Reno

Announces an Open Competitive Recruitment for **GENERAL OFFICE CLERK I**

THE POSITION

Under direct supervision, performs routine administrative/clerical tasks, data entry, word processing, record keeping, customer service, filing and basic verification tasks for the assigned department. May serve as a receptionist, greet clients, and respond to basic program questions.

THE JOB DESCRIPTION IS ATTACHED TO THIS ANNOUNCEMENT

WHAT WE DO

The RHA helps ensure nearly 9,000 people in the Truckee Meadows have a safe, secure place to call home. We are the largest provider of affordable housing in Washoe County, proudly assisting families and individuals in our community.

WHY APPLY?

The RHA is committed to developing a team that embraces our mission and core values throughout our local community. To offer superior service to our clients, we invest substantially in professional growth and development and are focused on exemplifying our underlying values of integrity, trust, leadership, progress and customer service. We offer competitive salaries based on skills and experience, an exceptional benefits package, a robust defined benefit retirement plan, and ample opportunities for growth. Our benefits package includes:

- ◆ 100% employer paid health, dental, vision & life insurance
- ◆ Flexible Spending plan.
- ◆ Excellent vacation & sick leave accrual program
- ◆ Thirteen (13) paid Holidays
- ◆ 100% employer paid retirement contribution for the Public Employees Retirement System (PERS)
- ◆ Paid Parental Leave
- ◆ 457(b) retirement savings program
- ◆ Employer paid life insurance and AD&D
- ◆ Positive, friendly work environment focused on balancing work and home life

SALARY PAY RANGE

⇒ Starting pay \$18.56/per hour.

⇒ Merit increases to \$27.41/per hour

* *This position is approved to receive a COLA increase in July 2024.*

CONDITIONS OF EMPLOYMENT

This is a full-time, non-exempt position. The RHA is committed to ensuring a safe, productive and positive work environment through a Drug and Alcohol-Free Workplace. Selected candidates will need to complete a pre-employment drug screen and background checks including a criminal history check.

TO BE CONSIDERED

If interested and meet the minimum qualifications for this position you are encouraged to obtain an application at www.renoha.org. If reasonable accommodation is required, please contact the RHA Human Resource Director at HR@renoha.org

Please submit a complete application on or before the close date to HR@renoha.org. While you may include a resume, the RHA cannot accept resumes in lieu of a completed application.

EQUAL OPPORTUNITY EMPLOYER

The Reno Housing Authority is an equal opportunity employer. The RHA is committed to the principles of Equal Employment Opportunity (EEO) in accordance with applicable Federal and State law, and Executive Orders. Our policies prohibit unlawful discrimination based on race, color, creed, gender, religion, marital status, domestic partner status, age, national origin or ancestry, physical or mental disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by Federal, State, or local laws.

CLOSE DATE: Open Until Filled

Qualified applicants are encouraged to apply as soon as possible.



Housing Authority of the City of Reno

GENERAL OFFICE CLERK I

Department: All
Reports to: Director of Department
Exempt/Grade: Non-Exempt / Grade 18

SUMMARY

Under direct supervision, performs routine administrative/clerical tasks, data entry, word processing, record keeping, customer service, filing and basic verification tasks for the program. May serve as a receptionist, greet clients, and respond to basic program questions.

EXAMPLES OF IMPORTANT & ESSENTIAL DUTIES

- Performs administrative/clerical duties in support of one or more agency programs.
- 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 data entry and tracking.
- Responds to landlord/client inquiries as appropriate.
- Types memos, correspondence, reports, and forms. May complete blank forms in accordance with routine instructions.
- Acts as receptionist; answers the telephone and gives routine information, answers inquiries from the public and refers as appropriate
- Assists with work in other programs/departments as instructed.
- Performs related work as required.

QUALIFICATIONS

- Graduation from high school or equivalent.
- One (1) year of general administrative/clerical experience.
- Or an equivalent combination of education, training and experience which provides the knowledge, skills, and abilities necessary to perform the work as determined by Human Resources.

ADDITIONAL REQUIREMENTS

- Obtain and maintain certifications, licensure or credentials that relate to the position as directed by the Authority.

KNOWLEDGE, SKILLS & ABILITIES

- Knowledge of functions, basic organization and procedural constraints related to the operation.
- 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.
- 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, scanners, 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.
- Regularly reach, stand, walk, grasp, finger, push, and pull drawers open and closed to retrieve and file information.
- Occasionally bend, stoop, kneel, and lift, push, or pull objects up to 25 pounds.



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*Position descriptions are intended to present a descriptive list of the range of duties performed by the title and is not all-inclusive.
May be expected to perform job-related duties other than those listed.*

Revised: 01/21;07/19
Est. 03/93