



Housing Authority of the City of Reno

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

THE POSITION

Under general supervision, 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.

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 \$19.49/per hour.

⇒ Merit increases to \$28.78/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

This recruitment may close at any time based on applications received. Qualified applicants are encouraged to apply as soon as possible.



GENERAL OFFICE CLERK II

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

SUMMARY

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

- Tracks and schedules interviews, fingerprints, verifications, and wait list semiannual mailing notifications.
- Tracks and schedules initial, biennial, and special inspections, including abatement of payments and cancellation of contracts due to failed items.
- Performs Rent Reasonableness test prior to scheduling initial inspections.
- Conducts informational briefings for new voucher-holders, ensuring communication of all information as required by HUD.
- Maintains and oversees file storage to comply with regulations and policies for file retention purposes.
- Maintains written procedures for all clerical duties and assists in training new clerical staff.
- Performs receptionist duties by answering the telephone, reviewing client file, addressing enquiries, referring calls to Housing Authority staff, greets customers and provides general information regarding Housing Authority policies and procedures as required.
- Types routine memos, correspondence, reports, and forms. May assist clients with completing forms.
- Enters, edits, and retrieves data from computer system, following established formats.
- Oversees, tracks and schedules key data to comply with regulations and/or policies.
- Monitors stock levels of office supplies and assists in the ordering process to ensure sufficient stock is maintained.
- Files and/or scans reports, correspondence, and other material in accordance with established filing systems.
- Assists with work in other programs/departments as instructed and performs related work as required.

MINIMUM QUALIFICATIONS

- Graduation from high school or equivalent. Some college preferred, but not required.
- A minimum of three (3) 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 which provides the knowledge and abilities necessary to perform the work 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 establish and maintain effective, professional, and cooperative working relationships with a diverse group of clients, residents, contractors, vendors, co-workers, 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 drivers license in good standing.

ADDITIONAL REQUIREMENTS

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