



Founded 1973

Old bricks

Faith in people

Preserving community

Clinton Housing Development Company

FRONT DESK--ASSOCIATE

NATURE OF WORK

A Front Desk Associate primary responsibilities include, but are not limited to interacting with tenants, guests, and staff in a professional and courteous manner, as well as monitoring the safety of tenants and the building. This includes greeting tenants and guests in a hospitable manner, reporting any concerns or issues as necessary, monitoring the proper functioning of building systems and notifying the Property Manager if necessary. Primary responsibilities also include basic clerical functions such as data entry, answering incoming calls and providing routine information as requested.

RESPONSIBILITIES

- Answer and monitor incoming telephone calls, take messages, or provide routine information in response to requests.
- Greets and provides information services to the walk-in public.
- Support tenants by actively listening to concerns and follow up as appropriate with Property Manager or by submitting requests to appropriate personnel.
- Assist tenants by retrieving, sorting, and routing mail items and deliveries as required.
- Monitor safety and security of building and its tenants; report any problems, needs, or concerns.
- Follow assigned procedures in emergency situations.
- Basic computer skills such as utilizing Microsoft, general data entry, filing and copying, as necessary.
- Additional task as assigned by Supervisor.

MINIMUM QUALIFICATIONS

Education and Experience

Two years of prior similar experience strongly preferred.

Knowledge, Abilities, and Skills

•Ability to learn while on the job; Efficient and intermediate computer skills including but not limited to email, Microsoft Word, Microsoft Excel, and other systems as it relates in day-to-day operations. Possess a proactive approach and ability to work independently; Ability to work well under stress. Strong interpersonal skills, including written and verbal communications.

REPORTS TO

Building Manager

COMPENSATION

\$10,900 - \$30,000

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