

Posting #751

INTERNAL/EXTERNAL POSTING

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EMPLOYMENT OPPORTUNITY

AKRON METROPOLITAN HOUSING AUTHORITY

100 West Cedar Street

Akron, OH 44307

December 2, 2015

Job Title: Client Services Representative
Location: Housing Placement
Available: Immediately

Rate of Pay,	NEW HIRE	BASE RATE	SENIORITY 10	SENIORITY 20
	RATE		YEARS	YEARS
	\$13.92	\$14.51	\$14.90	\$15.28

GENERAL PURPOSE

Responsible for responding to inquiries from the public, applicants and residents. Performs clerical functions to support Occupancy Department.

DUTIES & RESPONSIBILITIES

- 25% Schedules appointments for orientation. Access information in the computer.
- 15% Answer inquiries regarding applications and housing information.
- 10% Answer and route phone calls. Direct visitors to the appropriate party.
- 10% Respond to inquiries regarding applications, transfers, re-certifications, admissions and occupancy information.
- 25% Perform routine office tasks such as typing, filing and maintaining routine records.
- 10% Provide accurate information regarding applications, Local Preferences and Occupancy regulations to the general public and interested applicants.
- 5% Miscellaneous
 - Responsible for the appearance of the lobby.
 - Other duties as assigned.

MINIMUM QUALIFICATIONS

High school graduation with one to two years experience including data entry and customer service. Demonstrated proficiency with computers and computer software.

“This is a Section 3 Covered Position and we encourage HUD recipients to apply”

TO APPLY

Internal applicants respond by completing an internal form (AMHA 364) to the Human Resources Department by 4:30 p.m., December 8, 2015. External applicants submit resume or job application to AMHA, Human Resources Department, 100 W. Cedar St., Akron, OH 44307; e-mail in WordPerfect, Microsoft Word or Microsoft Works format to personnel@akronhousing.org or apply in person Monday through Friday from 9:00 a.m. to 3:00 p.m. AMHA JOB LINE (330) 252-9262