



Baranof Island Housing Authority

245 Katlian Street, Sitka, Alaska 99835
(907) 747-5088

POSITION TITLE: Receptionist

STATUS: Full Time Permanent, Hourly, Non-exempt

POSITION SUMMARY: Welcomes visitors, guests, and clients to the BIHA office, providing proper direction and information to those seeking assistance or inquiring of BIHA services. Receives all incoming calls, redirecting as necessary or taking and relaying accurate messages to appropriate recipient. Provides office administration support for the organization including maintaining office supplies and ensuring that office equipment is functioning properly. Receives and distributes mail as needed. Assists Housing Department with filing, visitor logs, application intake, processing tenant payment receipts, producing tenant statements and other informational material.

AUTHORITY: Supervised by the Housing Director.

POSITION DUTIES AND RESPONSIBILITIES:

Provide customer service to persons seeking assistance or inquiring of services, using tact and discretion in the degree and type of information given.

Generate maintenance work orders and communicate with Maintenance Department regarding such.

Provide clerical assistance to BIHA departments as requested.

Maintain the reception area and other communal office areas in an orderly and professional state.

Provide light office cleaning as needed.

Check BIHA neighborhood drop boxes as needed and run other office related errands.

Assist with Board of Commissioners meetings and board-related duties as needed.

Assist the Executive Director with special projects such as office phone system configuration/operation, communication/coordination with IT consultant and other outside entities, and the planning and execution of organization-sponsored events.

Assist with filing, copying, scanning, and purging of both paper and digital documents as directed.

Maintain office supplies and equipment: maintain copier, printer, fax machine, postage meter, and other office equipment and related supplies. Check office equipment for paper, toner, sufficient postage, and other operating requirements on a regular basis.

Other duties as assigned.

REQUIRED QUALIFICATIONS, KNOWLEDGE, SKILLS, AND ABILITIES:

Ability to triage and accurately route telephone calls and visitors to appropriate staff.

Positive, professional, and courteous attitude toward public and staff.

Ability to perform and coordinate several jobs/projects at one time.

Excellent verbal and written communication skills.

Knowledge of standard office procedures and standards.

Knowledge and proficiency in Microsoft Office, Google Workspace and other similar, related programs.

Ability to maintain confidentiality regarding client and applicant personal and program information.

High School Diploma or GED.

WORKING CONDITIONS:

The majority of work is performed in a professional office setting and is generally sedentary, requiring routine walking, standing, bending, and carrying of items weighing less than 40 lbs. Baranof Island Housing Authority maintains a drug free and smoke free workplace.

OTHER REQUIREMENTS:

Must possess and maintain a valid Alaska Driver's License and an acceptable driving record.

Mandatory drug screening is required prior to hiring and random screening will be performed during employment.

Applicant is subject to criminal background check.

GRADE LEVEL: Grade 1-2, depending on experience.

NOTE:

This job description has been designed to indicate the general nature and level of work performed by the employee(s) within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to the job. Baranof Island Housing Authority (BIHA) reserves the right to revise this job description at any time.

Employment with BIHA is at-will. This means that BIHA may terminate the employment relationship at any time, with or without cause and with or without notice, so long as the termination does not violate federal or state law. No statement to the contrary, whether written or oral, is binding upon BIHA, except when authorized in writing by the Board of Commissioners and the Executive Director.