HOUSING AUTHORITY of MARICOPA COUNTY

H A
M C

EMPLOYMENT OPPORTUNITY

Job Title: Customer Service Specialist

Location Address: 8910 N. 78th Avenue
Peoria, AZ. 85345

Salary: Up to $18.16 per hour DOE

Conditions of Employment: This is a full-time, non-exempt, and classified position

Closing Date: **Open Until Filled**

The Housing Authority of Maricopa County (HAMC) is seeking highly motivated applicants for the position of Customer Service Specialist. Applicants should be committed to teamwork, have a shared commitment to quality of everyday work, and demonstrate the willingness to assume ownership in completion of tasks.

Our Mission
The mission of the Housing Authority of Maricopa County is to improve the quality of life of families and strengthen communities by developing and sustaining affordable housing programs; and to become a leading housing authority by exemplifying best practices, offering innovative affordable housing programs, and expanding accessibility throughout Maricopa County.

Our Vision
We dedicate ourselves to creating and sustaining an environment where every Maricopa County family has an opportunity to obtain safe, affordable housing, which provides an environment to raise a well-rounded, strong and healthy family.

Representative summary of important and essential job functions
Summary: *Under general supervision the Customer Service Specialist is the public's first business contact a person will meet at the Housing Authority of Maricopa County. Their primary responsibility is to greet incoming visitors and callers who make inquiry and/or application to HAMC programs and services. Position is responsible for responding to inquiries and concerns from HAMC customers, the public, and other agencies, or directing them to the appropriate contact; preparing, reviewing and/or processing specialized paperwork; and performing a variety of responsible and confidential office administration and support duties. Incumbents are expected to exercise independent judgment within guidelines and departmental policies and procedures.*

Essential Job Functions: *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

- Oversees front office operations and facilitates a continuous and effective line of communication with staff. Manages the front office reception area by controlling traffic flow, monitoring business access, maintaining security awareness, and tidying and maintaining the reception area.
- Answers complex calls and questions from customers and the public that requires a broad knowledge base and high level of problem solving skills. Ensures that calls are being answered or routed professionally, courteously, tactfully, and in a timely fashion.
- Schedules and coordinates appointments, meetings, conferences, travel arrangements, interviews, training sessions, public hearings, and appearances; coordinates conference and meeting room bookings.
- Assists in creating and maintaining spreadsheets, creating MS Word documents, merging documents for mailing, entering formulas into spreadsheets, entering data into databases, and performing research; oversees the distribution of incoming and outgoing mail and office supplies, and a variety of other office tasks.
- May assist with payroll, bookkeeping, receivables collection, records management, procurement, facilities, human resources, and other office support administrative tasks as directed.

- Maintains absolute confidentiality of work-related issues, client records, and HAMC information.
- Enthusiastically promotes Executive Management's priorities for the operations of HAMC.
- Performs other duties as assigned.

Required Knowledge and Skills:

- Knowledge of structure and functions of HAMC, and all policies and procedures.
- Knowledge of the principles of record keeping and records management.
- Knowledge of personal computer hardware and software, including Microsoft Office.
- Skill in customer service principles and practices.
- Skill in multi-line telephone systems, computers and MS Office Suite, and general office equipment.
- Skill in planning, organizing, executing, and managing administrative tasks.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in performing math calculations accurately.
- Skill in data entry with high levels of accuracy and productivity.
- Skill in interacting with people of different social, economic, and ethnic backgrounds.
- Skill in effectively communicating verbal and written instructions.

Education, Experience, Certifications and Licenses:

- High School diploma or GED and three (3) years of responsible clerical and/or administrative experience; other combinations of education and experience may be considered in substitution for the minimum qualifications.
- Bilingual English/Spanish preferred.
- Valid Driver's License may be required.

The Housing Authority of Maricopa County participates in the Employment Eligibility Verification Program (E-Verify) and requires a drug screen and background check for new employees.

Work Environment

Environmental Factors: Work is performed in an office environment.
Equipment and Tools Utilized: Standard equipment includes personal computer and standard office equipment.

Filing Process

As part of the job application process your completed online application must be completed to be considered for the postion at www.maricopahousing.org. If you need assistance completing your application, please contact Human Resources, careers@maricopahousing.org.

Equal Employment Opportunity

It is the policy of the Housing Authority not to discriminate in employment or the provision of services. HAMC is an Equal Opportunity Employer. HAMC Human Resources provides reasonable accommodation in the application and/or testing process to eligible individuals requesting assistance under the Americans with Disabilities Act. Please contact the Human Resrouces at 602-744-4500 if you require assistance.