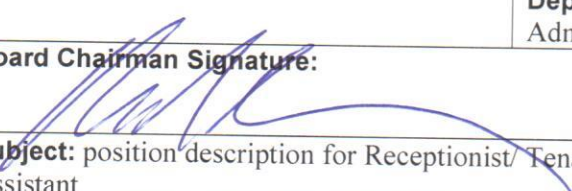
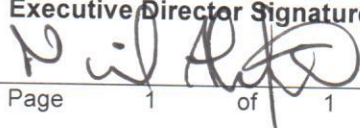


## POSITION DESCRIPTION

<b>Job Title:</b>  RECEPTIONIST/TENANT SERVICES ADMINISTRATIVE ASSISTANT	<b>Salary:</b> \$15.00–\$25.96 per hour \$31,200–\$53,997 annual	<b>Effective Date:</b> 3/31/2023
<b>Class:</b> Nonexempt / Flex	<b>Supervisor:</b> Executive Director	<b>Revision Dates:</b> 06/03/04, 10/21/04, 10/27/05, 1/1/2010, 11/20/14, 4/26/18; 9/1/2022, 3/31/2023
	<b>Department:</b> Administration	<b>Revision Number:</b> 7
<b>Board Chairman Signature:</b> 		<b>Executive Director Signature:</b> 
<b>Subject:</b> position description for Receptionist/ Tenant Services Administrative Assistant		Page 1 of 1

### POSITION SUMMARY

Under the direct supervision of the Executive Director, will provide front-line customer service in person or by telephone, along with performing administrative services associated with the office, with assistance provided to the Tenant Services Department when needed.

### DUTIES AND RESPONSIBILITIES

- ◆ Will be the primary telephone operator for Ho-Chunk Housing and Community Development Agency.
- ◆ Responsible for taking and distributing messages for employees.
- ◆ Must maintain confidentiality and common courtesy with fellow employees and the public.
- ◆ Perform administrative duties such as, photocopying, submitting paperwork, sending and receiving faxes, shredding confidential documents, and distribution of documents.
- ◆ May assist with opening, sorting, and distributing incoming mail; must provide accountability and confidentiality of all incoming correspondence.
- ◆ Greet and direct visitors to appropriate department areas or staff.
- ◆ Respond and direct incoming inquiries and complaints to appropriate staff or departments.
- ◆ May assist with scheduling and coordinating the rental of HHCDA Community Centers.
- ◆ Will assist the Tenant Services Department with administrative duties, data entry, filing, or other duties as needed.
- ◆ Maintain qualification to be a State of Wisconsin Notary to serve employees, tenants, and HCN members.
- ◆ Requires regular use of a computer, printer, copier, telephone system, calculator, FAX machine and typewriter.
- ◆ Communicate effectively verbally and in writing, with common courtesy and professionalism.
- ◆ Perform other duties as assigned by supervisor.

### QUALIFICATIONS:

- ◆ Possess high school diploma or equivalent.
- ◆ Two (2) years experience or education in clerical and/or office procedures, or related experience.
- ◆ Current State of Wisconsin Notary, or able to obtain certification upon hire.
- ◆ Good knowledge of telephone procedures and very good telephone courtesy.
- ◆ Excellent English comprehension and written communication skills.
- ◆ Knowledge of standard office equipment.
- ◆ Preference will be provided to Native Americans.