



Job Announcement Jefferson-Oaks Apartments

Job # 12-5873SF

Position Title: Desk Clerk
Property Name and City: Jefferson-Oaks Apartments, Oakland
Position Type: On-call , Nonexempt
Compensation: Commensurate with experience

Posting Date: May 10, 2012

PROPERTY SUMMARY:

Jefferson-Oaks is an 84 unit SRO property receiving project based Section 8 from the Oakland Housing Authority.

SUMMARY OF THE POSITION:

Under the supervision of the Property Manager, the Desk Clerk monitors the traffic in and out of the building and communicates appropriately with residents, guests, and staff. This job is an excellent introductory position for any applicant interested in a career working with persons who are homeless or have disabilities, as well as any applicants who may be interested in working in the field of low-income housing.

DUTIES & RESPONSIBILITIES:

- Answer telephones, direct calls and take messages.
- Log communications and building activity including violations of the House Rules & Visitor Policy.
- Complete incident reports to record unusual building activity.
- Respond to emergencies by calling the appropriate emergency service, (i.e., police, ambulance, fire department) and act as a resource in emergency situations, notifying management timely.
- Promote compliance of building policies and House Rules including the denial of entry to visitors who are found by management to have violated the rules.
- Request assistance in difficult situations by calling the appropriate on-call staff person.
- Act courteously and professionally with residents and their guests while maintaining personal boundaries.
- Maintain a neat, clean and organized work environment.
- Assist in office responsibilities such as completing work orders, comment cards, visitor violation forms and other duties that may be assigned by management.
- Perform all other related duties such as attending staff and training meetings.
- Due to 24-hour desk coverage needs, on-call staff may receive calls during non-business hours.

QUALIFICATIONS:

- High School Diploma or GED equivalent
- Prior work experience with or exposure to a special needs population preferred.
- Ability to remain calm and reduce the severity of situations so that they are handled in a diplomatic and professional manner.
- Ability to set professional boundaries and firm limits.
- Ability to get along with a diverse group of people in different capacities.
- Ability to read, understand and communicate information and ideas in writing so others will understand.
- Ability to listen to, understand and speak so others can understand ideas and information presented verbally.
- Professional telephone manner.
- Knowledge of Fair Housing guidelines preferred.

Send Resumes To: Attn: Property Manager, Email: jeffersonoaks@jsco.net

No Phone Calls Please!



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