

NEEDHAM HOUSING AUTHORITY
Position Description: Receptionist / Administrative Assistant

POSITION SUMMARY

The Receptionist serves as the first point of contact for the Needham Housing Authority (NHA) and plays a critical role in ensuring a professional, welcoming, and efficient office environment. This position provides comprehensive receptionist and administrative support to all departments and requires the ability to manage multiple responsibilities in a fast-paced public service setting.

The Receptionist is responsible for managing incoming communications, assisting residents and the public, supporting administrative functions, and maintaining accurate records. This role requires discretion, strong organizational skills, and the ability to interact effectively with a diverse population while maintaining strict confidentiality.

SUPERVISION RECEIVED

The Receptionist works under the general supervision of the Executive Director.

PRIMARY RESPONSIBILITIES

Front Desk & Customer Service

- Greet and assist residents, applicants, vendors, and visitors in a professional, courteous, and respectful manner.
- Serve as the primary point of contact for all in-person and telephone inquiries.
- Maintain a welcoming, organized, and secure reception area at all times.

Telephone & Communication Management

- Operate a multi-line telephone system and respond to all calls promptly and professionally.
- Screen, prioritize, and direct calls to appropriate staff.
- Maintain accurate call logs and message records.
- Retrieve voicemail messages daily, log them, and distribute to appropriate staff in a timely manner.

Administrative & Clerical Support

- Provide general administrative support to all departments as needed.
- Perform data entry, filing, scanning, copying, emailing, and other clerical duties.
- Assist with preparation and distribution of mass mailings and notices.
- Maintain office supply inventory and ensure availability of forms and materials.

Mail & Document Processing

- Reviews all incoming mail with the Executive Director.
- Date-stamp, sort, and distribute all incoming mail and documents.
- Ensure timely and accurate routing of correspondence to appropriate staff.
- Provide date-stamped receipts for tenant-submitted documents upon request.

Work Order & Maintenance Coordination

- Receive tenant maintenance requests and communicate them promptly to the Maintenance Department.
- Enter all work orders into the Authority's software system accurately and timely.
- Track, update, and close out completed work orders.
- Maintain organized records of completed work orders in accordance with NHA procedures.

Admissions & Program Support

- Receive and distribute housing applications in accordance with NHA policies.
- Assist with processing applications and maintaining waiting lists.
- Ensure all applicant and tenant information is handled confidentially and in compliance with applicable regulations.

General Duties

- Maintain strict confidentiality of all resident, applicant, and agency information.
- Support compliance with HUD, EOHLC, and NHA policies and procedures.
- Perform additional duties as assigned by the Executive Director or Management staff.

KNOWLEDGE, SKILLS, AND ABILITIES

- Excellent verbal and written communication skills.
- Strong interpersonal skills with the ability to work effectively with diverse populations.
- Ability to manage multiple tasks and prioritize workload in a fast-paced environment.
- Strong organizational and recordkeeping skills with attention to detail.
- Proficiency in Microsoft Office (Word, Excel, Outlook).
- Ability to handle sensitive information with discretion and maintain confidentiality.
- Dependability, professionalism, and a positive attitude.

EXPERIENCE AND TRAINING

- High School Diploma or GED required.
- Minimum of two (2) years of administrative or office experience preferred.
- Experience in public housing or property management is desirable but not required.

PHYSICAL DEMANDS AND WORKING CONDITIONS

- Ability to sit for extended periods of time.
- Frequent use of hands and fingers to operate a computer and office equipment.
- Ability to communicate effectively with residents, staff, and the public.
- Occasional standing, walking, and bending.