

**Support Services Specialist Job Posting:** The Muskegon Housing Commission is seeking a trained/skilled individual who is dedicated, motivated, and highly organized.

Applications and/or resumes will be accepted now through 4 p.m. on June 6, 2016 at the MHC Office. The MHC is an EOE and reserves the right to reject any and all applications. Call (231) 722-2647 or visit [www.muskegonhousing.org](http://www.muskegonhousing.org) and select scroll down to "current MHC Openings" and select Maintenance Supervisor.

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**General Summary:** Under the supervision of a higher level employee, provides support to all staff with administrative functions by performing a variety of clerical and bookkeeping tasks in the day-to-day operation of the Muskegon Housing Commission.

**Essential Duties and Responsibilities:**

- Types a variety of documents such as letters, memos, forms, applications, reports, files invoices, requisitions and other similar items as directed.
- Serves as receptionist by greeting residents and clientele and directing them to the appropriate personnel; receives incoming calls and directs them to appropriate personnel; receives complaints and assists residents (when asked to do so) in preparing complaints; receive requests for information of services; collects information from applicants, date stamp and forward to appropriate personnel; explains departmental procedures and provide general program information according to well defined guidelines and other duties related to reception as required.
- Assists citizens over the phone or in person in applying for services and in completing applications per departmental policies and procedures.
- Take work order requests, complete all information required by the work order system and forward to maintenance supervisor. Knows what constitutes an emergency request and reports emergency work requests directly to the Maintenance Supervisor. Close out completed work orders in computer and also enter resident charges and provide appropriate staff with charge information before filing.
- Prepares monthly inventory report per defined instructions and maintains support documentation for annual audit.
- Purges documents and reorganizes files as directed and in accordance with approved retention policy.
- Prepares lists, pest control notices, tallies, data summaries and periodic activity reports as directed.
- Pass out notices to public housing clients as needed.
- Receives payments from clients and prepares receipts and adjust accounts as needed, associated with tenant charges from late fees, work orders, lock outs, utilities, etc.
- Assist public housing residents in scheduling use of elevator and open doors for move-ins/move-outs.

- Searches for and checks records in response to requests for information, either manually or by operating a computer terminal.
- Performs routine bookkeeping activities as directed.
- Sorts, processes and files a variety of forms, applications, documents and records in accordance with departmental procedures.
- As directed, periodically opens, sorts and arranges for the distribution of mail.
- Collects, prepares mail for deposit and place in postal pick up box for delivery.
- Performs secretarial and office management activities including Board correspondence, monthly meeting preparations
- Obtains quotes in accordance with approved policies when ordering supplies/inventory
- Scan HUD's website daily for memos and changes in federal regulations.
- Performs other related duties as assigned.

\*The above statements are intended to describe the general nature and level of work being performed by a person assigned to this classification. They are not to be construed as an exhaustive list of all job duties performed by personnel so classified.

### **Employment Qualifications**

**Education:** High School diploma or equivalent with knowledge of office equipment and computers and ability to prepare documents using computer software. Must have a valid State of Michigan driver's license.

**Certification:** Computer training recommended in word processing, bookkeeping and/or spreadsheets.

**Experience:** One year minimal office experience required. Must know how to use computers, general office equipment, copiers, typewriters, telephones, faxes, etc. Must demonstrate effective verbal and written communication skills. Must have the ability to manage and complete multiple tasks and communicate effectively with staff, residents and clientele.

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