

## **HOUSING AUTHORITY OF THE CITY OF LUBBOCK POSITION DESCRIPTION**

**TITLE: HOUSING CLERK**  
**SUPERVISOR: HOUSING MANAGER**

### **DEFINITION:**

Performs managerial, coordination, and work involving the management and operation of one or more housing developments.

Performs job duties in a way that promotes a positive image of the Lubbock Housing Authority's, organization and the department; demonstrates effective interpersonal skills and delivers exemplary customer service.

### **DUTIES AND RESPONSIBILITIES:**

It is an essential function of this classification to report to work at the assigned time prepared to work the regularly scheduled hours.

Working knowledge of the low rent dwelling lease, LHA policies and procedures; principles, practices and techniques of public housing management; HUD regulations pertaining to low-rent housing; services available through local social service agencies.'

Provides orientation for new residents; show dwelling unit, explains lease and orientates residents on authority policies and procedures.

Provides for safety and security of residents and Authority property.

Maintain accurate records of all work accomplished, inventory used and prepare reports to support same.

Assist the Housing Manager with annual tenant-re-examinations as required by HUD.

Assist the Housing Manager in Counseling residents concerning personal and family problems and refers them to social service agencies for assistance.

Interacts with law enforcement agencies when development is involved.

Attends Resident Council meetings and meetings with outside agencies to identify resident needs and coordinates resident's involvement in outreach programs with available outside resources completes annual recertification of residents.

Receives service request from tenants and prepare work orders as required.

Performs move-in, move-out and annual UPCS inspections of assigned units, prepare work orders for repairs noted.

Attends Authority wide staff meetings and training sessions as scheduled.

handing out notices, doing Intake work for applicants, and being able to answer multiple phone lines and questions

Perform other job-related duties as assigned.

**JOB RELATED AND ESSENTIAL QUALIFICATIONS:**

Skills in the use of basic office machines; computer, typewriter, calculator, photocopy machine.

Type at speed necessary for successful job performance.

Ability to meet and deal with the public; to establish and maintain effective working relationships with co-workers and persons outside the Authority.

**EDUCATION AND EXPERIENCE:**

Education and or experience equivalent to graduation from High School. One-year responsible clerical experience.

**PHYSICAL REQUIREMENTS:**

Maintain the ability to:

1. Frequently stand and walk during the shift and occasionally bend and kneel.
2. Occasionally lift and carry 25 lbs.
3. Occasionally flex upper trunk forward at the waist and partially flex at the knees.
4. Coordinate eye, hand and foot movement in order to operate a vehicle.

**LICENSE OR CERTIFICATE:**

Possession of a valid Texas driver's license.

**SPECIAL REQUIREMENTS:**

Insurability by the Lubbock Housing Authority's vehicle liability insurance carrier at standard rates.

**STARTING PAY RATE: \$12.50 PER HOUR**