



FRONT OFFICE SUPPORT

The position of Front Office Support is directly responsible for performing daily office procedures. This position will be under the supervision of the Operations Director. This position will provide notary services at no charge to our residents, staff and other pertinent assignments of work for Westbrook Housing.

ESSENTIAL FUNCTIONS:

Responsible for/to:

1. coordinate the day-to-day operations of the reception area, directing public, answering telephones, conveyance of office closings, calling for office equipment servicing, keeping applications and other documents in supply and other administrative tasks as requested.
2. routing and preparing incoming and outgoing correspondence, including scanning of documents.
3. coordinate the ordering of office supplies.
4. make courtesy calls to remind clients of appointments for various departments as able.
5. special projects as assigned by other staff, as time permits.
6. receive, apply and reconcile payments for various programs/projects using our Client Management software. Do remote deposits of rental payments for the Finance Department.
7. respond to resident questions about how to submit a work order or how to reach maintenance to alert them to an emergency work order, coordinate with maintenance on submitting work orders, assist with a/c request forms, answer calls about One Call Alerts, manage keys to vendors working at our properties.
8. other duties as assigned.



REQUIREMENTS OF WORK:

Ability to:

1. establish and maintain positive, friendly, professional relationships with internal and external stakeholders inclusive of residents, contractors, suppliers, neighbors, municipal staff, HUD and Westbrook Housing staff.
2. accurately deliver information, documents and telephone calls/messages to the appropriate staff and public.
3. use Microsoft Office Suite, HAB/MRI/Yardi, Filevision and any other computer software as needed to fulfill the essential functions of the position. Familiarity with Publisher and Wordpress,
4. operate a computer and general office equipment such as a fax machine, photocopier, postage machine, scanners, etc.
5. notarize documents for staff, residents, clients and prospective clients.

JOB QUALIFICATIONS:

1. Minimum 8th grade writing, reading and speaking skills.
2. 3-5 years business or office experience in similar role.
3. Commissioned as a Notary Public or appointed within 6 months of date of hire.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided with the assistance of a reasonable accommodation to be determined by management on a case by case basis.

REPORTS TO:

Operations Director

DIRECT REPORTS:

None