

# Housing Authority of the City of East St. Louis

## Job Description

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**Job Title:** Clerk

**Reports To:** Property Manager

**Salary:** \$12.00 Per Hour (Non-Exempt)

**Position Description:**

Performs a variety of clerical duties in ESLHA offices to support administrative operations.

Essential Duties:

1. Answers telephone; responds to caller's questions and route calls as appropriate. Takes messages for staff as requested. Initiates telephone calls when requested to do so by staff.
2. Serves as office receptionist; greets visitors, directs/escorts them to their destination, and responds to questions.
3. Schedules appointments for office staff upon request. Maintains/updates appointment calendars.
4. Establishes and maintains all office files in accordance with ESLHA procedures and instructions of supervisor. Serves as custodian of office files.
5. Types and delivers correspondence, memoranda, reports and other material for office staff.
6. In the course of performing clerical duties, operates various standard office equipment such as computer terminals, typewriters, copy machines, calculators, postage meters, etc.
7. Prepares reports as instructed and completes other technical assignments in support of the department's overall workload (e.g., completion of reexaminations, Work Order reports, rent collections, move in/outs, site/unit inspections).
8. Performs other related duties as assigned.

## Performance Standards:

- Attendance is reliable; leave does not exceed the amount permitted; and the employee has no unexcused absences.
- Employee exercises good telephone and customer service skills. Calls are properly routed and messages properly taken. No complaints are received regarding telephone etiquette from staff or from public.
- Accurate typing is performed at no less than 40 wpm, with no more than a 2% error rate.
- Technical assignments are completed accurately and according to schedule.
- Office files are maintained in a neat and orderly fashion and all documents are properly filed within three (3) business days of receipt.
- Exhibits a readiness to work by arriving at work on time 98% of the time and clocks in and out 100% of time in accordance with procedures.
- Exhibits excellent work habits and public relations skills.
- Employee demonstrates effective communication skills both verbally and in writing.
- Ability to respond to emergencies.
- Maintain workspace in a neat and orderly fashion.

## Qualifications:

Education: High School diploma or GED certificate required. Secretarial school or business school courses desirable.

Experience: At least one-year prior experience as a receptionist or clerk in an office.

Special Skills: Ability to type 50 wpm.  
Knowledge of standard business practices and protocol.  
Word processing/data entry capability.  
Ability to properly use all other standard office equipment.  
Proficient computer skills, Microsoft Office Suite (Word, PowerPoint, Outlook, and Excel)

Other Requirements: Maintain a valid driver's license and a safe driving record.  
Bondable

Submit Resume:

- [eslha-hr@eslha.org](mailto:eslha-hr@eslha.org) or online at: [www.eslha.org](http://www.eslha.org)

***East St. Louis Housing Authority is an Equal Opportunity/Affirmative Action Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.***

***This job description is intended to describe the general nature, complexity and level of work to be performed by employees assigned to this position and shall not be construed as an exhaustive list of responsibilities, duties, and/or skills required. It does not prescribe or restrict the work that may be assigned. Furthermore, this does not establish a contract for employment and is subject to change at the discretion of the Housing Authority of the City of East St. Louis.***