



Partners in Housing Partners in Community

Job title: Clerical Assistant
Reports to: Property Manager
Department: Public Housing AMP/Section 8 New Construction/LIHTC
Location: Development AMP
Status: Non-Exempt
Salary Range: \$12.58 – \$18.88 per hour
Pay Grade: 0
Revision: May 2025

General Statement

Summary: Greet and receive all visitors; consistently demonstrate great customer service and friendliness to all persons; performs general clerical duties; answers all incoming phone calls; and sign in visitors.

Duties and Responsibilities

Primary Duties:

Greets visitors, ensures they sign-in, and determines the nature of their business.

Refuse entry of persons on barred list.

Performs clerical duties when requested by other LMHA staff such as stuffing envelopes, labeling envelopes, stapling forms, and making copies.

Assists with opening, sorting, date stamping, and distributing incoming mail.

Assists with showing units and posting notices.

Answers incoming calls and answers resident's questions.

Report maintenance issues to Work Order Call center.

Documents messages if persons are out of the office or busy.

Clerical Assistant will remain in the office for the duration of their shift to ensure access is not allowed to unauthorized visitors.

CLERICAL ASSISTANT

May be assigned other tasks, duties, and/or responsibilities as directed by the Property Manager.

Qualifications

Education/Experience: Must have a high school diploma or GED. Previous customer service and clerical experience preferred.

Language Skills: Ability to communicate effectively with staff, residents, and the public. Must be able to read, write, and speak English fluently.

Reasoning Ability: Problem solving

Computer Skills: Ability to learn computer programs needed for the position.

Certificates, Licenses, Registrations: Must possess and maintain valid Ohio driver's license and be insurable by LMHA's vehicle insurance carrier; if current driver's license is not from Ohio, must obtain Ohio's driver's license within 14 days of employment.

Knowledge, Skills, and Abilities

Must have good written and verbal communication skills and the ability to listen to others.

Must be able to walk, climb stairs, lift at least 25 pounds, and have satisfactory mobility and dexterity to perform essential duties.

Must pass drug screen, employment reference, and criminal history background check.

Ability to maintain confidentiality of the office and demonstrate good customer service skills.

Ability to exercise an attitude and deportment of diplomacy, advocacy, and friendliness.

Must be able to respond to resident distress calls and to summon emergency aid in an appropriate manner.

Must demonstrate discretion and respect LMHA's chain of command.

Must follow management directives and comply with all applicable LMHA policies and procedures.

Must perform essential duties in a safe manner.

Physical Demands/Work Environment

Physical Qualifications: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the essential functions of this job, the incumbent is regularly required to sit; use hands to finger, grasp, handle, or feel objects; reach with hands and arms; see, speak, and hear; distinguish colors; and push, pull and/or lift up to 25 pounds occasionally.

CLERICAL ASSISTANT

Work Environment: The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust.

ADA/EEO Compliance

The Lorain Metropolitan Housing Authority is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Housing Authority will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.