



JOB DESCRIPTION

Office Clerk

SIRCO Property Management - Herlong

REPORTS TO: Office Manager

Hours: On-Call

Salary: \$11.00/hr.

SCOPE AND MAIN PURPOSE OF JOB

Responsible for the highest standard of customer service including greeting office visitors, continuing a professional relationship with tenants, and answering incoming calls. Assisting with filing and database management.

SYNOPSIS OF DUTIES

The Office Clerk must ensure they maintain highest standard of customer service at all times, anticipate customer needs and requirements and promote a congenial environment in which customers feel welcome. He/she will use diplomacy, patience, and control when dealing with customers that are dissatisfied and refer any unsolved disputes to the Office Manager. The Office Clerk must take clear and accurate messages and correctly route telephone calls. He/she will assist in keeping tenants' accounting correct and timely. He/she must be able to explain rental processes to prospective clients. He/she must be competent and able to assist with all types of office duties. Must maintain business and tenant information on the Housing Data System. Position requires complete confidentiality of information. Other duties as assigned.

PREREQUISITES:

EDUCATION: High school graduate or GED required. Written and oral communications are required in the primary language used in the workplace. Computer proficiency in Word and Excel. Type 25 WPM.



- EXPERIENCE:** Previous Customer Service experience preferred. One year experience with office equipment required. Must be comfortable approaching people, speaking with strangers and be able to calmly and effectively handle conflict and solve problems during high conflict situations.
- PHYSICAL:** Requires the ability to remain seated for long periods of time; Grasping, manual dexterity, and hand-eye coordination; standing, walking, bending, carrying, and lifting up to 20 pounds regularly.
- OTHER:** Required background investigation results must be adequate to ensure reliability and honesty

Indian preference granted in accordance with PL 93-638.

Please turn in application and/or resume to SIRCO or SIRCO Property Management

ATT: Rietta Amador- Human Resources Coordinator

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