



The Topeka Housing Authority Open Positions

An Equal Employment Opportunity Employer

[Link to Topeka Housing Authority Employment Application](#)

THA Employment Opportunities Open to the Public:

(Click the below box to take you to the job description)



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|-------------------------|--|--|---|
| Job Title: | FRONT DESK ADMINISTRATOR | Hourly Rate: | DOE |
| Start Date: | Immediately Hours: 40/ week Monday through Friday Full Time Permanent | Reports To: | VP of Operations |
| Department: | Administrative | HR Contact: | Aubrey Coufal |
| Applications: | Email: acoufal@tha.gov Fax: 785-357-2648 Mail: 2010 SE California Ave. Topeka, KS 66607 | Submit an Electronic Application: | Topeka Housing Authority Employment Application |
| Job Description: | | | |

I. **THA'S VISION**

Successfully provide quality, accessible, affordable housing. Success is defined as: putting applicants, tenants, and participants first; market competitiveness; and, financial strength and integrity.

II. **TASKS**

This staff member will perform the Front Desk Administrator tasks described below in a combination to be reviewed and agreed on at least annually.

A. Greet and screen walk-ins and callers

Greet and respond to inquiries from persons calling and visiting the office. Provide information and materials and refer persons to sources of assistance inside and outside THA.

B. Office operations

Make copies, file documents, assemble materials, provide support to staff, schedule activities for self and other staff, Monthly Maintenance Logs data entry.

C. Support Managers

Provide support and assistance to THA managers on request.

D. Interpreter Services

Provide Spanish language interpreter services for program applicants, participants, and staff in a variety of one-on-one and group settings.

E. Other duties as assigned

As assigned, perform other duties that require a level of skill, knowledge, and ability comparable to that required to successfully perform the tasks listed above.

III. **CONTINUOUS IMPROVEMENT**

A. Promote innovation and positive change

B. Improve THA programs

C. Improve THA facilities and complexes

D. Participate in training and capacity building events as assigned

IV. **KEY TRAITS**

A. Ability to learn, absorb, process and apply information

B. Listening and oral communication skills

C. Sound academic skills---reading, writing, computation

D. Adaptability, creative thinking and problem solving, openness to change

E. Self-management, self-esteem, goal orientation

F. Effective in/with groups; interpersonal, negotiation, and teamwork skills

G. "Big picture" view of the organization; leadership skills; ability to organize and

Front Desk Administrator Position Description

motivate one's self and others

V. KNOWLEDGE

- A. Standard office computer hardware and software including Word and Outlook
- B. Standard office telephone etiquette and procedures
- C. Standard customer service etiquette and procedures
- D. Operation of standard office equipment (fax, copier, multiple line telephone)

VI. SKILLS

- A. Use of standard office computer hardware and software
- B. Interact with and provide assistance to a diverse range of program applicants and participants directly and by telephone
- C. Bilingual – Spanish/English to interact and provide assistance to the population served

VII. PHYSICAL REQUIREMENTS

- A. Handle and maintain files and records
- B. Ability to work at a computer
- C. Ability to bend, stretch, get in and out of a vehicle

VIII. EDUCATION, SPECIAL LICENSES/CERTIFICATES

- A. Valid Kansas Class C Drivers license
- B. Specialized certification as assigned
- C. High school diploma or equivalent required; some college or advanced training preferred
- D. Acceptable driving record for insurance purposes

IX. EXPERIENCE

- A. Two years of office/clerical experience required
- B. Or, an equivalent combination of training and experience
- C. Some experience with affordable housing programs preferred

X. SUPERVISORY RESPONSIBILITY

None