

CASA Job Description

Job Title: Receptionist

Reports To: Sr. Director of Property Management

FLSA Status: Non-Exempt

Summary: Front line communication person for CASA, responsible for answering the phone and attending to persons coming to the office. CASA is a nonprofit affordable housing developer and property management agency, with rental units throughout the Triangle area. CASA's office is in downtown Raleigh.

Duties and Responsibilities include the following, and other duties may be assigned:

1. Provide excellent customer service. Managing office telephone. Problem solve and provide information to the community/public.*
2. Assist all visitors to the office including tenants, vendors and volunteers. Maintain the reception area and meeting spaces. Securing the office and files at the close of business.*
3. Process monthly rent payments.*
4. Process work orders & coordinate with maintenance staff.*
5. Process incoming documents, CASA email and mail. *
6. Process all outgoing bills and invoice payments along with other outgoing mailings, including letter writing and notifications to residents and prospects.*
7. Monitor all messaging sources and distribute communications to appropriate staff.*
8. Assist with open houses and fund raising events.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Language Ability:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Microsoft Office, Outlook, Google Maps and be able to navigate property management, donation and statistical/demographic software, primarily to perform data entry.

Education/Experience:

High school diploma or general education degree (GED); and two to four years related experience and/or training; or equivalent combination of education and experience.

Knowledge, Skills, and Other Abilities:

- Oral and written communication skills
- Ability to remain calm during crisis
- Good boundaries & judgment skills
- Ability to make decisions quickly
- Excellent customer service skills
- Knowledge of fair housing laws
- Ability to be helpful & solution focused
- Ability to be organized and efficient

Physical Demands:

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 duties of this job, the employee is regularly required to sit, use hands, reach with hands and arms, and talk or hear. The employee is occasionally required to stand, walk, climb or balance, stoop, kneel, crouch or crawl, and taste or smell. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, and peripheral vision.

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.

The noise level in the work environment is usually moderate.