



PM COMPLIANCE TEAM MEMBER- FILE CLERK

POSITION TITLE: Property Management Compliance Team Member – File Clerk

SUPERVISOR: Property Management Compliance Officer

COMPENSATION: \$17.00 per hour, 40 hours a week, Medical, Dental, Vision, Holiday and Flextime after 90 days, Vacation after 1 year.

POSITION SUMMARY

Over the last 68 years, SVdP has grown from a volunteer-led non-profit to the largest human services agency in Lane County with more than 600 employees. Our mission is to assist the poor and those in need of consolation, seeking out and utilizing every resource. Being mindful of the sanctity and dignity of all, any charitable work that advances those goals is within the mission of SVdP Lane County.

The Property Management Compliance Team Member – File Clerk performs multiple tasks necessary to ensure consistent operation of Property Management Housing files. The Property Management Compliance Team Member – File Clerk is called upon to function in the following areas:

- General office duties such as: answer phone, filing, data entry, generate correspondence, word processing and use of basic office equipment.
- Communicate with co-workers and supervisors regarding: Invoices, Files, Notices, Intakes, Leases and all Property Management paperwork
- Assist Compliance Officer and Intake Specialists with various projects.
- Create and Maintain an efficient and accurate filing system for all of Property Management

REQUIRED QUALIFICATIONS

- High School diploma or GED
- Demonstrated written and oral communication skills
- Demonstrated ability to work independently and as a team
- Minimum two years of clerical or administrative experience
- Typing skills
- Word processing skills
- Data entry skills
- Excellent customer service skills
- Proficiency with Microsoft Office software
- Knowledge and ability to operate general office equipment and telephone systems
- Ability and willing to work cooperatively with others
- High degree of discretion dealing with confidential information

- Ability to prioritize tasks to meet strict deadlines
- Maintain work area keeping clean and free from clutter

PREFERRED QUALIFICATIONS

- Experience maintaining an Access database system
- Experience working for a non-profit organization
- 10-key proficiency
- Experience preparing bulk mail
- Experience in Property Management
- Valid Driver's License and insured vehicle
- Bi-Lingual (Spanish/English)

SPECIFIC RESPONSIBILITIES

General office duties

- Create and/or modify form using Microsoft Office
- Maintain filing system
- Learn and use web-based property management software
- Create tenant/applicant correspondence
- Create, update and maintain tenant database
- Prepare outgoing mail including bulk mail
- Use fax machine, copier, multi-line phone, calculator, printer and PC daily
- Check email and voicemails at least every two hours to maintain efficient communication
- Other duties as assigned
- Maintain a professional relationship with all tenants/applicants at all times
- Maintain appropriate interpersonal relationships with co-workers
- At any time when time off is needed for appointments or vacation, submit the proper form to request the time off at least two weeks in advance. If an emergency arises, contact Property Management Compliance Officer or Property Management Director.
- Must be at work, ready to work at your scheduled work times

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this job.

Physical Demands

- Sit for long periods of time, stand, climb up and down stairs
- Speak or hear, both in person and over the phone
- Use hands to operate general office equipment
- Use hand and fingers to break out files and put away paperwork
- Reach with hands and arms and lift up to 25 pounds

- Specific vision abilities required by this job include close vision, distance vision and the ability to adjust focus.
- Use hands to write

Mental Demands

- This position has a high priority for accuracy and detail
- Manage stress, this is a high stress position
- Be efficient in a high production environment processing large volumes of paperwork on a timely basis
- Work under deadlines with frequent interruptions
- Must have ability to set priorities on a continual basis and meet all timelines
- Speed, attention to detail and accuracy are required to ensure processing of application forms with a low error rate
- Confidentiality must be maintained at all times
- Interact with persons from diverse backgrounds who may be confused, irrational, irate or hostile
- Interact with division management and staff; financial and executive-level staff
- Use written and oral communication skills
- Read and interpret data, information and documents
- Analyze and solve non-routine and complex office administrative problems
- Use math or mathematical reasoning
- Learn and apply new information skills

Signature: _____

Date: _____