

POSITION TITLE: Principal Clerk

STATUS: Non-exempt

SALARY: \$19.82/hour

POSITION SUMMARY:

The Principal Clerk is a union position providing critical office support for the various departments within the WHA. The Principal Clerk provides exceptional customer service to the general public and to our residents and staff, processes paperwork, drafts letters and documents, organizes files, makes copies, answers telephone calls, compiles data and information, and other general clerical support. Specific daily tasks will depend on the department to which the Principal Clerk is assigned. An outgoing and pleasant demeanor, strong organizational skills, attention to detail, and good computer and basic math skills are necessary for the position. Bilingual (English/Spanish) speakers are preferred. Hours are Monday through Friday, 8:00 a.m. to 4:30 p.m. and the position is eligible for the WHA's generous benefit package, including paid time off, retirement savings, and insurance options.

EDUCATION, EXPERIENCE AND SKILLS REQUIRED:

1. High school diploma or equivalent required; college degree preferred;
2. Minimum of three (3) years' experience working in an office environment;
3. Strong interpersonal communication and writing skills;
4. Ability to maintain confidentiality;
5. Ability to multi-task while staying organized, and detail-oriented;
6. Adept at using Microsoft Office products, specifically Excel, Word, and Outlook, and ability to quickly learn computer software programs;
7. Ability to type quickly and accurately, and to use office equipment such as phones, fax machines, copiers, and scanners;
8. Excellent English vocabulary and grammar skills; bilingual candidates (English/Spanish) preferred;
9. Competent with basic mathematical functions including addition, subtraction, multiplication, division and the calculation of percentages;
10. Pleasant and calm demeanor, superior customer service skills;
11. Ability to work effectively and independently in a fast-paced work environment with a diverse population;
12. Ability to respond professionally and courteously to constant workday interruptions;
13. Ability to be relied upon to be available for work.