

**Worcester Housing Authority
630A Plantation Street
Worcester, MA 01605**

Position Title: Principal Clerk

Department: Property Management

Status: Non-exempt

Level: 4 (\$22.4194/hour)

ABOUT THE WHA:

At the Worcester Housing Authority (WHA), our mission is to enhance the Worcester community by creating and sustaining decent, safe, and affordable housing that champions stability and self-sufficiency for our residents. As the second largest housing authority in New England, widely recognized for our innovative and progressive programs, we're not just providing housing – we're building futures. We're looking for candidates who are mission-focused, goal-driven, and passionate.

The WHA is committed to developing and supporting a diverse, equitable, and inclusive community both inside and outside of the workplace. Representation is important; our clients come from all walks of life and, not unintentionally, so do our staff. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our agency stronger.

ABOUT THE POSITION:

Provides clerical and customer service support to the property management office. Acts as the front-line staff for visitors to the property management office, answering questions, providing exceptional customer service, and being a warm and welcoming resource for WHA residents. Completes various administrative tasks related to property management as assigned, under the direction of the Assistant Housing Manager and Property Manager. The Principal Clerk should be highly efficient, have excellent attention to detail, confidentiality, integrity, and be able to multi-task in a busy office.

This is a full-time (37.50 hours/week), fully benefitted, onsite position in Worcester, MA that is part of the AFSCME union. Normal business hours are Monday through Friday, 8:00 a.m. to 4:30 p.m. The WHA offers a robust wellness benefits package, including generous paid time off, opportunities for training and development, and participation in a pension program. This position may require occasional overtime. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position. Bilingual candidates are encouraged to apply.

ESSENTIAL FUNCTIONS:

1. Answers phones, greets visitors, and responds to resident inquiries promptly and professionally.
2. Provides excellent customer service at all times to both internal and external clients.
3. Maintains financial records for office (e.g., accounts payable/receivable); prepares deposits.
4. Maintains office files and records, such as attendance, tenant records, and lease additions.
5. Coordinates annual resident re-certification process.
6. Prepares documents for tenant orientations and leases.
7. Completes tenant move-ins and vacates in the system; assists with the write-off process.
8. Identifies and assists in calculating fraud/unreported income.
9. Computes rents annually and as needed, in accordance with applicable regulations.
10. Prepares correspondence, reports, and other materials as assigned.

11. Ensures that office supplies are stocked; prepares and processes purchase orders.
12. Performs similar job-related duties as assigned.

REQUIRED BACKGROUND, EXPERIENCE, AND SKILLS:

1. High school diploma or equivalent required; college degree is a plus.
2. Minimum of two (2) years of professional office experience in a clerical/administrative role.
3. Excellent computer skills, specifically in Microsoft (Teams, Word, Excel, and Outlook).
4. Exceptional customer service and interpersonal communication skills; calm and personable demeanor and ability to deescalate.
5. Ability to compute basic mathematical calculations and to use a calculator.
6. Strong attention to detail; ability to multi-task, stay organized, and meet deadlines in a busy environment with frequent interruption.
7. Ability to read, write, type, speak, and understand English well. Bilingual candidates a plus.
8. Ability to be relied upon to be available for work.

PHYSICAL REQUIREMENTS:

1. Ability to spend prolonged periods sitting at a desk and working on a computer.
2. Ability to spend occasional time walking, including climbing stairs.
3. Ability to occasionally lift up to 15 pounds.