



HOUSING AUTHORITY OF THE CITY OF SANTA BARBARA

OFFICE ASSISTANT I/RECEPTIONIST

ABOUT HACSB

Housing Authority of the City of Santa Barbara (HACSB) is an award-winning and mission driven public agency with a reputation as a leader in the housing industry and known for its attractive properties. HACSB has developed and/or secured over 3,800 units of affordable rental housing for Santa Barbara. HACSB does more than handle the day-to-day demands of providing affordable housing solutions, we strive to craft solutions to our community's affordable housing dilemma in a holistic manner and turn our visions into reality.

In addition to creating opportunities for our residents to reach their potential through innovative housing programs and resident and community services, we also create opportunities for our employees for professional growth and to contribute meaningfully to the workplace and the community. We foster a collaborative and respectful work environment where every team member plays a significant role in working together to further our mission of providing safe, decent, and quality affordable housing to persons with limited incomes in our community. Our HACSB team, led by a dynamic management team, is a motivated, fun and hard working group, dedicated to the agency's core values, the "5C's": Competence, Cooperation, Commitment, Communication and Compassion.



OFFICE ASSISTANT I/RECEPTIONIST

HACSB has an excellent opportunity available for a full-time, bilingual Office Assistant I in our Housing Management Department. We are seeking a compassionate and friendly individual that enjoys helping others to join our respected team of professionals. Under supervision, the Office Assistant I will be responsible for the agency's front desk function including answering our extremely busy switchboard, greeting and assisting visitors, informing the public about our various housing programs and procedures and performing a variety of clerical duties in support of agency goals and objectives.

Key responsibilities include but are not limited to:

- Answer phones/switchboard and greet visitors in a professional, tactful and efficient manner in order to present positive image of HACSB. Coordinate scheduling of appointments. Respond to inquiries and provide general information to the public regarding HACSB policies, procedures and programs. Distribute and explain forms.
- Type, prepare and proofread a variety of routine documents including general correspondence, emails, reports and meeting agendas and minutes from rough drafts or oral instructions. May design and compose routine information for standard forms and documents.
- Perform routine office duties including data-entry, copying and scanning documents.
- Maintain records and files to ensure current information is readily available.
- Process mail including receiving, sorting, and distributing incoming and outgoing correspondence.

- Interact with colleagues, clients and Agency contacts in a professional, tactful and courteous manner, ensuring excellent customer service is delivered.

The ideal candidate will possess the following qualifications and personal attributes:

- Knowledge of basic office practices and procedures including standard office filing systems, record keeping practices, and telephone etiquette;
- Knowledge of modern office equipment and computers (MS Word, Excel and Outlook);
- Ability to type with acceptable speed and accuracy for successful job performance;
- Good written and verbal communication skills and principles of business correspondence;
- Ability to perform clerical work of average difficulty according to established procedures;
- Ability to successfully multi-task in a fast-paced work environment; and
- Valid California driver's license and DMV driving record in good standing that meets HACSB's insurability requirements is required.
- Bilingual with Spanish (required).

A complete position description can be found at www.hacsb.org. Full-time position; 9/80 work schedule (Monday-Thursday 7:30AM-5:30PM and alternate Fridays 7:30AM-4:30PM).

COMPENSATION AND BENEFITS

The 5 step salary range is \$19.49-\$23.69 per hour + bilingual premium pay (if applicable).

HACSB offers eligible employees a generous and well-rounded benefit package including:

- | | |
|---|---|
| • Cafeteria Benefit Plan | • 11 Paid Holidays + 1 Personal Day |
| • Group Health Plan | • Vacation |
| • Dental Plan | • Sick Leave and Catastrophic Leave |
| • Vision Plan | • Jury Duty and Public Service Leave |
| • Life and AD&D Insurance | • Alternative Transportation Incentives |
| • Long-Term Disability | • Employee Assistance Program |
| • 401(a) Employees' Money Purchase Pension Plan | • Recognition and Incentive Programs |
| • 457(b) Deferred Compensation Plan | • Training and Development |

SELECTION PROCESS

If you possess the desired qualifications and want to work for an organization that improves the quality of life for our community and is passionate about helping others and making a difference, please apply at the office or download application and supplemental questionnaire at www.hacsb.org and submit to: Human Resources, Housing Authority of the City of Santa Barbara, 808 Laguna Street, Santa Barbara, CA 93101. For primary consideration, applications and supplemental questionnaires (only hard copies or pdf documents will be accepted) must be received no later than **Thursday, April 12, 2018 at 5:00PM**; thereafter position open until filled. Selection process may include an interview and other testing designed to predict successful job performance.

If HACSB determines an applicant is suitable for the position based on a job related evaluation of skills and experience, prior to subsequent employment, the successful applicant will be subject to a criminal background check, appropriate to the job functions and business necessity. Criminal convictions will not automatically disqualify a candidate for employment. The nature of the crime, time since offense, surrounding circumstances, and relevance of the offense to the position applied for will be considered. HACSB appointments are also contingent upon successful completion of a post-offer medical exam.

The Housing Authority is an **Equal Opportunity Employer**. In compliance with the ADA, HACSB provides reasonable accommodation to qualified individuals with disabilities. Applicants with disabilities who require reasonable accommodations may contact Human Resources at (805)965-1071 or (805)965-2521 TDD to make accommodation requests. In accordance with **Section 3** of the Housing & Urban Development Act of 1968, HACSB promotes self-sufficiency amongst low income individuals and provides hiring preferences to Santa Barbara residents that meet Section 3 eligibility.