

## Operator / Records Technician

HCV/Non-Exempt



This position is responsible for providing phone support services to clients and answers routine questions. Also, assist in maintaining client files and records. This position will provide excellent customer service to all callers and assist in ensuring the efficient processing and distribution of incoming mail and documents and assures the integrity of the file system.

### PRIMARY RESPONSIBILITIES

- Build rapport with customers by greeting them in a courteous, friendly, and professional manner
- Use housing software programs to respond to common customer inquiries and requests
- Ensure that customers understand information and direct specific inquiries to case managers or other departments as appropriate
- Listen attentively to customer needs and concerns; demonstrate empathy
- Communicate effectively with individuals/other departments to ensure high quality customer service and timely responses to customer requests
- Effectively transfer misdirected customer requests to the appropriate party
- Contribute ideas on ways to resolve problems to better serve the customer and/or improve productivity
- Participate in activities designed to improve customer satisfaction and overall performance
- Work to reduce call times and to ensure that all calls are answered in a timely manner
- Maintain/retrieve files for case managers as requested
- Ensure that documents are properly date stamped and filed
- Ensure that returned files are properly stored
- Purge files according to HCHA's retention policy
- Maintain file room and storage room in a neat and organized fashion
- Monitor and order office supplies
- Create and properly label new files
- Sort and distribute mail and faxes
- Manage paperless distribution of documents and files
- Evaluate current system for completeness, efficiency and usefulness by taking inventories and reviewing retrieval needs
- Assist other departments as needed

### QUALIFICATIONS AND REQUIREMENTS

- High school diploma (some college credit preferred)
- At least one year experience working in a call center or providing customer service
- The ability to speak Spanish is preferred
- Sufficient experience to understand the procedures and expectations of an office environment
- Proficiency with Microsoft Word, Excel and Outlook experience preferred
- Excellent written and oral communication skills
- Excellent organizational and typing skills
- Ability to lift files and office supplies weighing 10-20 pounds
- Willingness to creatively and collaboratively solve issues as they arise
- Flexibility to perform duties outside of your formal job description
- Commitment to help HCHA be the most efficient and compassionate service agency possible
- Desire to do excellent work

### WORKING ENVIRONMENT AND PHYSICAL DEMANDS

- The employee's job is largely sedentary requiring up to eight hours in a seated position.
- The employee's job is intermittently sedentary, but requires mobility to climb ladders and lift 10-20 pounds.
- The employee will experience some repetitive motion of the hand/wrist when using a computer.
- The employee must have a normal range of vision, hearing, and speech to complete paperwork, review documentation, and communicate with authority personnel and contacts on the telephone or in person on a regular basis.
- Work involves the normal risks or discomforts associated with an office environment.

Harris County Housing Authority is an Equal Opportunity Employer. If you are a person with a disability requiring assistance applying for this position, please contact [hr@hchatexas.org](mailto:hr@hchatexas.org).