

# WACO HOUSING AUTHORITY & AFFILIATES

## POSITION DESCRIPTION

**TITLE: Work Order Clerk-Part-time**

**NON-EXEMPT**

**SUPERVISOR: Director of Maintenance**

### **Duties and Responsibilities**

Responsible for processing documentation on maintenance work orders received from residents, UPCS Inspector and housing managers in assigned housing communities. Specific duties include the following.

Receives calls from residents and housing managers concerning needed maintenance repairs of routine and emergency nature.

Receives work orders from residents and distributes to Maintenance staff. Monitors work orders to ensure work is performed and send out billing notices for repair work.

Prepares maintenance work orders (W/O) and enters W/O into computerized system.

Determines nature of W/Os and dispatches emergency W/Os to maintenance personnel via radio, beeper, or phone.

Separates emergency, urgent and general routine W/Os by various categories and routes to appropriate special crews and maintenance personnel.

Keeps a daily log tracking W/Os generated, closed, and in progress.

Prepares daily printout of open and closed W/Os. Prepare after hour tickets for hours of maintenance

Keep a log of Customer Services calls to residents of completed W/O's.

Updates status of all pending work orders to Director of Maintenance.

Files completed work orders and sends notices of charges to house developments.

Enters work into computer required by annual inspection reports W/O system.

Assembles information for reports as requested.

Type's letters, reports, notice etc.; distributes to necessary staff

Performs other duties as assigned.

### **Qualifications and Knowledge**

High school graduate or GED required. Two years of business school training or equivalent secretarial/clerical training in a Maintenance environment, or an equivalent combination of education and experience is preferred.

Knowledge of HUD regulations and Authority policies, procedures and practices pertaining to the various housing programs.

Knowledge of general office procedures and practices including business English, and math.

Considerable knowledge in computer software such as Microsoft Word, Excel and data base systems

Skills in operating general business machines and computers.

Ability to communicate clearly and concisely with residents, housing managers and maintenance personnel.

Ability to understand the UPCS definitions.

Ability to deal effectively with situations that require tact and diplomacy, yet firmness.

Ability to establish and maintain effective relationships with co-workers, vendors and other business contacts.

Ability to read and write in English is highly desirable.  
Bondable.

Valid Texas driver's license.

Eligibility for coverage under Authority's fleet auto insurance.

### **Supervision Received and Given**

The employee receives assignments and instructions from the Maintenance Manager and Maintenance Mechanic A. Course of action, deadlines, and priorities may be established by procedure, the supervisor, or the employee, depending on the assignment. The employee initiates routine activities without supervisory direction. Problems or situations not covered by instructions are normally referred to the supervisor for resolution. The employee's work is reviewed for accuracy, completion, and compliance with policies and procedures.

The employee has no supervisory responsibilities.

### **Guidelines**

The employee performs routine duties by following established HUD and Authority policies and procedures. These guidelines cover most job-related situations, and the employee is occasionally required to use independent judgment in making decisions. If guidelines do not cover a situation, the employee normally consults the supervisor.

### **Complexity**

The employee performs a variety of related, routine and generally repetitive tasks. The course of action is determined by the supervisor and by established procedures. The employee may coordinate, integrate, and/or prioritize tasks.

### **Scope and Effect**

The employee's work affects residents and the housing developments. Successful accomplishment of duties by the employee enhances the ability of Maintenance

personnel to perform their tasks effectively and efficiently and provide adequate housing to low-income families.

### **Personal Contacts**

Personal contacts are with residents, public services, private companies, co-workers, and managers. The purposes of such contact are to obtain and provide information.

Verifies documents and records information submitted by residents and other Authority personnel.

### **Physical Demands**

Work is principally sedentary, but may involve some physical exertion, such as kneeling, crouching to obtain files, and eyestrain from working with computers and other office equipment.

### **Work Environment**

Work involves the normal risks or discomforts associated with an office environment but are usually in an area that is adequately heated, cooled, lighted and ventilated.