

THE GREATER GADSDEN HOUSING AUTHORITY (GGHA)

Job Posting

Selecting Officer: **Greg Price, Executive Director**
 Scott Mayo, Director of Maintenance & Modernization

Work Order Clerk Position: The Work Order Clerk position is located in the Maintenance Department at 500 Tuscaloosa Avenue, Gadsden, Alabama. The office hours are Monday thru Thursday from 7:00 am to 5:30 pm.

Advertising Date: Monday, April 21, 2025: Applications will be taken until the position is filled but the initial review of applications will begin **May 5, 2025**, and applications received after May 5th may not be reviewed if the position is filled. However, applications are maintained for one year in case of another vacancy.
Note: Must complete the application supplied by the GGHA.

Condition of Employment: The GGHA is advertising for a Work Order Clerk position. **The applicants selected for this position will serve an introductory period; therefore, will not be entitled to benefits. The temporary period for the employee will be a minimum of three months and a maximum of one year.** Each employee's performance will be evaluated monthly and/or quarterly and if the job is being performed satisfactorily, the position may be converted to a regular position. At this time, the employee will be entitled to benefits, as appropriate.

See job announcement for duties and responsibilities.

The information contained in the application and job experience (as indicated in the application) will be evaluated to determine if the applicant meets the requirements for this position. This information will be evaluated and rated, and highest rated candidates will be contacted for an interview. Individuals that do not meet the minimum requirements and/or are not one of the best qualified candidates for the position will be notified, in writing, of this determination. Individuals selected for an interview will be notified, in writing, of their selection or non-selection.

NOTE: For all applicants selected for the interview and not selected, your application for this position will remain on file with the GGHA for 1 year for consideration if this position were to become vacant for any reason.

All GGHA buildings are designated as non-smoking!

Starting Salary to be determined.

The GGHA is an Equal Opportunity Employer: See Application for Equal Opportunity Statement



Greater Gadsden
Housing Authority

JOB ANNOUNCEMENT

POSITION TITLE: Work Order Clerk

DEPARTMENT: Maintenance Department

SALARY: To Be Determined

DATE POSTED: 04/21/2025

CLOSING DATE: Open Until Filled

FLSA CLASS: Non-Exempt

POSTING:
04/21/2025

Duties and Responsibilities:

Receive information from residents and employees regarding problems in order to prepare work orders. Prepare work orders for routine work, such as cleaning, painting, inspections, etc. in order to accurately track work performed. Perform a variety of general clerical duties, such as answering telephone and providing information or routing call to appropriate person. Close out work orders, file and generate reports as needed. Prepare special reports as needed.

Receive and process requests for maintenance work, and maintain unit files

1. Generate work order forms containing requests for maintenance service from residents and housing authority personnel
2. Place work orders in designated location to be picked up by maintenance workers
3. Review completed work orders to assure that work is completed and form is properly completed
4. Enter data from the work order into computer system
5. File work order in unit files
6. Generate letters to residents regarding charges and due dates, inspections, etc. and send to property managers
7. Maintain unit files that contain work order and maintenance history and copies of all work orders
8. Update unit maintenance history to include work performed as a result of routine maintenance and in preparation of unit for occupancy
9. Generate copies of work orders and handle appropriately, such as sending copies of Resident charges to the Rental Office Manager, place appropriate copies in appliance files, send copies of reasonable accommodation (handicap) work orders to Technical Services Director, and maintain gas appliance replacement work orders for rebate

Perform general clerical duties

1. Receive incoming calls and refer callers to appropriate personnel
2. Answer inquiries and provide information on division services and function
3. Coordinate and communicate unit availability and move-out dates with Occupancy Specialist
4. Compile Maintenance Department personnel payroll records and transfer to central office
5. Communicate with maintenance personnel via 2-way radio to dispatch units to emergencies or transmit information in accordance with established procedures

6. Maintain community house keys and keep log of location of keys and to whom issued, such as employees , residents, outside companies, and ensure keys are returned
7. Record minutes and maintain records of division safety meetings
8. Receive, sort, and distribute division mail
9. Prepare documents such as letters, memoranda, revisions to Safety Manual and the Maintenance Operation Manual, as needed
10. Compile copier report and email to accounting, monthly
11. Inform, via email, the Public Housing Coordinator of any units in need of home visit, due to utility off, garbage on the ground, smoke alarm covered or down, etc.
12. Maintain and order office supplies, sort and distribute as appropriate
13. Receive uniforms delivered by uniform company, and verify that records match actual delivery, sign for delivery, verify that invoice and statements match
14. Contact the answering service under contract with the Authority to update after hours contacts, weekly and as needed

Prepare various reports and maintenance related records

1. Maintain move-in and move-out records and inform occupancy as soon as apartments are ready for rental
2. Prepare periodic vacancy reports (weekly, monthly)
3. Prepare monthly and annual vandalism reports, work order control log report, audit report from computer system which lists voided, deleted, or changed work orders and run the work order summary report
4. Maintain Uniform Physical Condition Standards files for the Real Estate Assessment Center physical inspections, copy all dwelling unit inspection forms for rental office files, and run occupancy by age report
5. Review Public Housing Assessment System report of maintenance in order to verify accuracy prior to submitting to HUD
6. Prepare annual report of provisions made for individuals with disabilities
7. Maintain list of disabled residents for use in Americans with Disabilities Act reports, by adding and deleting as residents move in and out
8. Maintain inventory control system on appliances and electric meters and garbage cans by adding and deleting items in accordance with established procedures, and send copies of work order to Accounting for their records.
9. Update computerized apartment history records in accordance with Capital Fund Modernization Program and Public Housing Assessment System requirements
10. Maintain work schedule bulletin board in order to provide work assignments to maintenance personnel
11. Generate work orders on new gas connect and re-connect services and provide information to Spire
12. Maintain after hours public housing resident directory book and maintenance truck book with new resident information
13. Maintain maintenance personnel data including address, phone number and driving licenses information
14. Inform Purchasing Agent of tubs that needing refinishing, pest control services, HVAC units that need to be replaced, reported on work order or move-in inspection data, or reported by radio by maintenance and any company that the Authority contracts with for Heating and Cooling services
15. Inform Maintenance Supervisor of special problems regarding maintenance issues, such as rodents, bed bugs, etc. via work order when requested

Knowledge, Skills, and Abilities

1. Knowledge of modern office practices, procedures, and equipment
2. Knowledge of basic filing systems, including alphabetic and numeric
3. Knowledge of basic computer operations and data entry
4. Knowledge of business English, spelling, arithmetic, and vocabulary
5. Knowledge of the policies and procedures of the Greater Gadsden Housing Authority
6. Ability to maintain office records in an efficient manner
7. Ability to read and understand departmental and organizational rules and regulations, procedures and instructions
8. Ability to operate basic office equipment including a computer, multi-line telephone, adding machine, fax machine, and copy machine
9. Ability to interact with the public providing information in a polite and efficient manner, both in person and on the telephone
10. Ability to establish and maintain effective working relationships with other employees, residents, and the public
11. Skill in dealing with people in a polite and diplomatic manner
12. Skill in communicating orally with other employees, residents, and the public

Minimum Qualifications

Associate Degree in Business Administration or an equivalent combination of education and experience. Clerical work that includes using a computer and dealing with the public in person or by telephone is desirable. NOTE: This job requires the incumbent to maintain a working telephone.

Other: Valid Driving License

Ability to be insured under the Authority's automobile policy

Ability to be covered under the Authority's fidelity bond

This job description should not be interpreted as all-inclusive. It is intended to identify the major responsibilities and requirements of this job classification. All incumbents may not perform all job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description. All job duties must be performed in accordance with the provisions of the employee handbook.