



## **POSITION DESCRIPTION**

**TITLE: MAIL CLERK SCANNER**  
**DEPARTMENT: PROGRAM OPERATIONS**

### **BASIC FUNCTION**

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Responsible for working with the Supervisor in a team setting, bar-code and scan work going into the Filenet system. Maintain a report on a daily basis of the amount of documentation processed for the Housing Choice Voucher Program. Assist in relieving the front desk customer service staff. Report immediately any malfunctions in the scanning equipment. Work in a team atmosphere. Pick-up work from operational teams to assure transactions are processed timely.

### **ORGANIZATIONAL RELATIONSHIPS**

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**Reports to:**

- Program Operations Supervisor

**Supervises:**

- None

### **ESSENTIAL DUTIES**

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- A. Barcode and Scan documents transactions into filenet system.
- B. Make sure information bar-coded and scanned is legible.
- C. Maintain a productivity report for submission to Supervisor on a continuous basis
- D. Cross train with other team members
- E. Maintain a cohesiveness with other team members
- F. Relieve front desk Receptionist for breaks and lunch
- G. Redirect documents sent to SAT88 in error to the appropriate satellite office.
- H. Assist with special projects and assignments when needed
- I. Submit a weekly report to Supervisor of activities and transactions completed on a continuous
- J. Assist Supervisor, Housing Specialist and other Clerks if needed.
- K. Function as partner with other clerk(s) working in the SAT88 office.
- L. Update all work completed in system by going into system to see if information was properly scanned.
- M. Make sure information is properly indexed
- N. Assist in maintaining a log of RTA brought into the office
- O. Distribute RTA to team clerks with a sign-off sheet
- P. Maintain a good working relationship with the clients and other employees at SAT88.
- Q. Make sure clients information submitted remains private.
- R. Show professional customer service at all times to internal and external clients at all times.

### **KNOWLEDGE, SKILLS AND ABILITIES**

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- A. Ability to comprehend policy and procedures
- B. Maintain consistence in work processes
- C. Knowledge of computer applications
- D. Multi tasking capabilities

- E. Organization skills
- F. Team Player
- G. Professional demeanor
- H. Able to function in a busy, and fast pace work environment
- I. Clerical experience
- J. Capable of operating office equipment (computer, copy and fax machine)

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**INFORMATION PROCESSING SKILLS**

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- A. Ability to determine, define, and comprehend elements involving , including reviewing of documents to identify the actual program needs of clients
- B. Responsible for maintaining all required records and for the preparation of all required reports
- C. Attend seminars and or training as required

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**INTERPERSONAL COMMUNICATION**

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- A. Ability to handle inquiries and respond to questions pertaining to request for transfer (RTA).
- B. Ability to assist callers and answer questions to in reference to program process.
- C. Interaction or communicate with families, property owners, and agency affiliates.

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**CONFIDENTIALITY**

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- A. Must have ability to safeguard confidential and sensitive information that has legal and personal consequences if divulged.

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**SCOPE OF RESPONSIBILITY**

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- A. Ability to determine a solution and method to follow based upon the transactions staff needs to be completed.
- B. Exercises sound and ethical judgment when acting on behalf of the organization

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**PARTNERSHIP DEVELOPMENT**

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- A. Demonstrates Inclusiveness - Fosters respect for all individuals and points of view. Maintain and show a personal commitment to create a hospitable and welcoming work environment.
- B. Demonstrates adaptability - Adjusts planned work by gathering relevant information and applying critical thinking to address multiple demands and competing priorities in a changing environment. Additionally, modifies one's preferred way of doing things based on new acquired information.
- C. Demonstrates Self Development - takes personal responsibility for one's own learning and development through a process of assessment, reflection, and taking action.
- D. Demonstrate effective communication skills- Effectively conveys information and expresses thoughts and facts. Demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- E. Demonstrates teamwork - individual interests are subordinated to group unity and efficiency; coordinated effort. Effectively adapts to changing priorities, situations, and demands.
- F. Demonstrates service-mindedness - Priority is focused on service delivery through establishing and maintaining positive relationships with internal and external colleagues and customers. Includes, but not limited to, being approachable/accessible to others.

- G. Demonstrates Stewardship - is responsible for taking good care of resources entrusted to one, which includes company time and property, work accountability and ethical judgment.
- H. Demonstrates motivation - the initiation, direction, intensity and persistence of behavior in innovation, creativity, taking action, and problem solving.

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**TRAINING AND EXPERIENCE**

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- A. College courses and/or similar work experience
- B. Minimum High School Diploma or Equivalent
- C. Work experience in an office environment
- D. Computer Knowledge
- E. Knowledge of Micro-soft Word, Excel and other software applications

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**ADDITIONAL RESPONSIBILITIES**

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- A. All additional program specific duties as assigned by the Supervisor.