HOUSING AUTHORITY OF SAVANNAH
1407 Wheaton Street
SAVANNAH, GA 31404

CLOSING DATE: Open until filled

TITLE: WORK ORDER CLERK

SALARY: $25,527.00 ($12.27 per hour)

TO APPLY: SUBMIT APPLICATIONS TO: HUMAN RESOURCES OFFICE
1407 WHEATON STREET
SAVANNAH, GEORGIA 31404

ALL APPLICATIONS WILL RECEIVE CONSIDERATION WITHOUT REGARD TO AGE, COLOR, HANDICAP, NATIONAL ORIGIN, RACE, RELIGION OR GENDER.

Position Summary

The employee in this position is responsible for performing secretarial and clerical functions for the Facilities Management department. Responsibilities include handling the planned maintenance system and inputting work orders and required information into the work order system. Additional responsibilities include receipt of resident complaints.

Essential Job Functions

1. Performs a wide variety of tasks such as typing, filing, answering the telephone, posting inventory records, recording work orders, and dispatching Facilities Management staff.
2. Performs proficient typing and processing duties within area of responsibility relative to report production, copying, general department correspondence and resident notices.
3. Serves as dispatcher for the department.
4. Handles all work orders and work plans for the Facilities Management department; receives work requests by telephone or in writing; logs in work order and inputs into the work order system; assigns work orders to appropriate personnel as directed; receives work orders after the work has been completed and inputs labor and materials into the work order system.
5. Handles the planned maintenance system; initiates planned maintenance work orders and assigns to appropriate personnel; receives completed planned maintenance work orders and records the work that was performed; reschedules all subsequent planned maintenance when due.
7. Reviews completed work orders making sure work has been performed and records completion date. Files completed work orders to unit files.
8. Updates maintenance history register on continuing basis for incoming vacating residents.
9. Responsible for move-in and move-out records and communications between Facilities Management Division and Housing Operations Division in accordance with Authority policy.
10. Responsible for primary data entry for all Facilities Management data processing functions.
11. Performs related work as required.
**Required Knowledge and Abilities**

1. Knowledge of the general operations and procedures of a Public Housing Agency (PHA).
2. Knowledge of the purposes, policies, and regulations of the Housing Authority as established by the Board of Commissioners.
3. Knowledge of modern office equipment including copiers, personal computers, mainframe terminals, calculators, facsimile machines, etc.
4. Knowledge of policies, procedures, terminology, and functions of the Facilities Management department.
5. Ability to understand and follow oral and written instructions.
6. Ability to perform a wide variety of secretarial and clerical duties.
7. Ability to present ideas in a clear and concise manner, both orally and in writing.
8. Ability to make arithmetic computations with speed and accuracy.
9. Ability to establish and maintain effective working relationships with supervisors, other employees and the general public.
10. Ability to manage irate clients with tact and diplomacy.
11. Ability to maintain moderately complex clerical records.
12. Ability to work overtime on weekends and holidays if required.
13. Skill in the use of an electric typewriter, calculator, computer and other office machines.
14. Ability to work in less than ideal conditions, e.g. noise, high traffic areas, etc.

**Physical Requirements**

Level of manual dexterity sufficient to allow for operation of typewriter, terminal keyboard, telephone, facsimile machine, calculator, etc. Ability to move, handle, or lift small objects around desk area, e.g. files, computer printouts, reports, calculator, pencils, legal pads, etc.

**Minimum Education, Training and/or Experience**

Any combination of training and experience equivalent to two years of business school or secretarial/clerical training with previous experience working with planned maintenance, work control or inventory control systems.

**Special Requirements**

1. Possession of a valid driver's license.
2. Ability to be covered under the Authority's fidelity bond.