



Job Announcement

The Lyric

Job #17-5633SF

Position Title: Desk Clerk
Property Name and City: Civic Center Hotel, San Francisco
Position Type: On-Call
Compensation: Depending on Experience

Posting Date: February 15, 2017

COMPANY SUMMARY:

The John Stewart Company is a full-service housing management, development and consulting organization that began in 1978 with a commitment to providing high quality service in the affordable housing sector. We work to enrich the lives of our residents and employees, while delivering our services cost-effectively, efficiently and with the highest levels of professionalism, compassion, integrity and respect.

SUMMARY OF THE POSITION:

The Front Desk Clerk monitors traffic in and out of the building, communicates with tenants, visitors, staff, and vendors. Other responsibilities: answer the phone; respond to building and resident situations; logs building activity in the daily journal; write Incident Reports and End of Shift Reports; write Work Orders; promote The Civic Center Hotel's policies in a manner consistent with Fair Housing regulations, and keeps the reception area neat.

DUTIES & RESPONSIBILITIES:

- Answer telephones, direct calls, take messages and make emergency calls when situations arrive.
- Assist with office responsibilities such as completing work orders, comment cards, visitor violation forms and other duties assigned by management.
- Inform visitors of visitor policy, check visitor ID and sign visitors in and out of the building.
- Complete incident reports to record unusual building activity.
- Distribute resident mail on daily basis.
- Fill in as requested when other desk clerks are absent.
- Testing of annual tuberculosis may be required as well as following Exposure Control Protocol for blood borne pathogens.

QUALIFICATIONS:

- High school graduate or GED certificate.
- Experience working with people of various cultural backgrounds, especially those with special needs is a plus.
- Knowledge of federal, state and local laws and Fair Housing guidelines.
- Ability to read, understand and communicate fluently in English.
- Good sense of awareness, urgency and follow procedures to solve problems.

Email Resumes To: jscojobs@jsco.net

IMPORTANT NOTE! In order to be considered for this position you *MUST* include the Job Reference #17-5633SF in the subject line of the email.



An Equal Opportunity Employer

The John Stewart Company ("JSCo") provides equal employment opportunities to all employees and applicants for employment without regard race, color, religion, gender, sexual orientation, national origin, age, disability, marital status, veteran status, or any other consideration made unlawful by federal, state, or local laws. San Francisco ONLY: JSCo will consider qualified applicants with a criminal history pursuant to San Francisco's Fair Chance Ordinance. Oakland ONLY: Section 3 candidates will be given priority at Section 3 properties.