

Charlottesville Redevelopment and Housing Authority

Job Description

Position: Work Order Clerk
Reports to: Director of Facilities and/or designee
Classification: Full-Time Fair Labor Standards Act (FLSA) Non-Exempt Hourly

General Statement of Duties:

Performs responsible skilled clerical work involving customer service and the preparation and/or maintenance of work orders; does related work as required.

Section 3 Applicants Strongly Encouraged

Qualifications:

Any combination of education and experience equivalent to graduation from high school, supplemented by courses in recordkeeping and related experience office work, minimum one of year experience preferred

Knowledge, Skills, and Abilities:

- General knowledge of standard office procedures, practices and equipment; ability to understand and follow oral and written directions
- Working proficiency with basic Windows Office programs, including Word and Excel
- Ability to establish and follow detailed work procedures
- Ability to create, open and close work orders with speed and accuracy
- Skills to use a variety of office machines
- Ability to get along well with diverse work group and customers
- Ability to work comfortably under pressure
- Ability to pass a background and drug screening
- Ability to provide excellent customer service on a consistent regular basis
- Skills and experience in cloud based software and databases preferred
- Reliable Transportation to and from work, Monday-Friday from 8 AM to 5 PM required

Typical Tasks

- Receives work order requests in person (as current guidelines allow and evolve), by phone and other electronic means, collects customer inquiries, searches out information per agency structure, prepares work orders, provide work order number
- Enters work orders, requisitions and correspondence
- Files various documents
- Data entry of information from completed work orders
- Collect data for spreadsheets as needed
- Collate, sorts, and compiles data in accordance with procedures
- Operates computer, calculator, printer, and other standard office equipment relevant to maintaining records
- Responsible for lawn mower sign out and sign in sheet
- Run weekly work order summary
- Assist with inventory control as needed
- Other related departmental duties as may be assigned