



## General Office Clerk Job Description

JL PROPERTIES, INC.  
REAL ESTATE DEVELOPMENT & MANAGEMENT

Job Description: <b>General Office Clerk</b>		Position Type: <b>Hourly Wage</b>	
Department: <b>Administrative</b>		Classification: <b>Non-exempt/ Bargaining Unit</b>	
Location: <b>Anchorage/JBER</b>	Schedule: <b>40</b> <b>hours/week</b>	Travel Required: <b>N/A</b>	Revision Date: <b>2018</b>

### **Job Summary:**

Aurora Military Housing, a leader in the real estate development, construction and property management industry, is committed to providing America's military families with the quality homes and neighborhoods they deserve. We recognize the commitment military families make to our country and respond by providing comfortable homes in friendly neighborhoods.

Employees occupying this classification perform a variety of general administrative functions. The General Office Clerk is responsible for performing clerical and administrative duties in an office setting. Duties include by sorting mail, filing, answering phones, greeting clients, scheduling meetings, receiving/applying payment to tenant ledgers, and restocking supplies.

### **Distinguishing Characteristics:**

The General Office Clerk performs a variety of administrative functions for Aurora Military Housing. He/She is the first point of contact with potential tenants, resident tenants, vendors and the Military, and as such, must have a pleasant demeanor, possess strong people skills and the ability work well with people from diverse social and economic backgrounds. He/She is to conduct business in a manner that attracts and retains residents by performing the general duties and specific duties, as well any other duties as assigned. This is a bargaining unit position.

### **Job Duties and Essential Functions:**

- Greet people in a professional, respectful and helpful manner and practice positive customer service skills with all prospective, present and past tenants.
- Answer all incoming calls in a professional, positive manner. Diplomatically handle and diffuse sensitive, difficult and disruptive situations that may arise by phone or in the office.
- General administrative duties to include but not limited to filing, reproducing copies, accepting payments, running credit cards, updating tenant information, sorting and distributing mail.
- General customer service duties to include but not limited to answering telephones, assisting with move-out notices and Community Center reservations.
- Heavy amounts of data entry in computer to include but not be limited to entering and updating memos in tenant account, and updating tenant information.
- Responsible for creating and maintaining accurate tenant files.
- Prepare and send out mailings as requested.
- Maintain work areas in a clean and organized condition.
- Assist other company departments as scheduled or requested.
- Direct customer requests to appropriate staff member.
- May be required to cover work hours that are in addition to normally scheduled work.
- Participate in work-safety programs.
- Perform other related duties as assigned by the direct supervisor and/or Management.

### **Minimum Qualifications:**

- High School diploma or equivalent
- Valid Alaska Driver's License
- Able to be insured by company's auto insurance
- Twelve months General Office or Customer Service experience
- Knowledge of basic mathematics, writing and reading comprehension skills
- Must possess excellent computer software skills, including Windows, Excel, Word, Outlook and web-based programs
- Experience in residential rental office highly desirable

**Tools and Equipment Used:**

Motor vehicles, multi-line telephones, computers, photocopiers, facsimile machines, and calculators.

**Physical Demands:**

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is frequently required to walk; sit, use hands to finger, handle, or feel objects, equipment, or controls; and talk or hear. The employee is occasionally required to stand; drive; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl.
- The employee may infrequently need to lift, push and or pull up to 30 pounds.

**Work Environment:**

- The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Work is performed at various locations within the properties managed by JL Properties, Inc., and owned by Aurora Military Housing, LLC, Aurora Military Housing II, LLC, and Aurora Military Housing III, LLC at Joint Base Elmendorf-Richardson, Alaska.
- The employee infrequently works in outside weather conditions.

**Supervision Received:**

The General Office Clerk must possess the capability to work independently, under the direct supervisor and/or Management. This position reports directly to the Administrative Manager, Tenant Manager or Tenant Relations Manager.

**Supervision Exercised:**

This is not a normal responsibility of this class, although direction and guidance is exercised over contract service providers and other personnel on specific projects.