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## Milford Housing Development Corporation

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### Job Description – Receptionist

<b>Position:</b>	Receptionist
<b>Location:</b>	Milford, Delaware
<b>Classification:</b>	Full-Time, Non-Exempt
<b>Immediate Supervisor:</b>	Executive Assistant

#### Description:

Milford Housing Development Corporation (MHDC) is a value-driven, nonprofit, affordable housing developer and program provider, offering a full-continuum of housing-related services, meeting the needs of the community for over 40 years. The agency is known for an open-minded approach, commitment to quality, and its caring passion for clients and staff alike. While this job description describes the typical duties and responsibilities of the position, there will be times when this position will be called on to do other and/or additional tasks for the organization to carry out MHDC's mission.

The Receptionist is responsible for the daily front office functions for the agency, greeting and assisting visitors in person and on the phone, and supplying information regarding the organization to the general public, clients, and customers.

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### Duties and Responsibilities

#### Specific:

- Answering telephone, directing, and screening calls, taking, and relaying messages and providing information to callers.
- Greeting persons entering the organization and directing them to the correct destination.
- Provide general clerical and administrative support to departments within the company.
- Prepare letters and documents and maintain an accurate filing system.
- Coordinate the maintenance and repair of office equipment (telephone answering system, copiers, fax machines, postage meter, etc.).
- Maintain a safe and clean reception/waiting area.
- Receive and sort all incoming and outgoing mail.

#### General:

- Maintain a valid driver's license and proof of automobile insurance for personal vehicle used for MHDC travel.
- Comply with MHDC's personnel policies outlined in the Personnel Manual.
- Communicate in a professional manner in all written and oral interactions.
- Accomplish established work plan and objectives.

**Qualifications**

**General Requirements:**

- High School diploma or equivalent with satisfactory completion of business courses. Associates level course work preferable.
- Minimum of one (1) year of clerical duties.
- Knowledge of computers and relevant software applications.
- Ability to operate various kinds of office equipment (printer, copier, fax, scanner, etc.)
- Empathy and understanding for low-income people and the difficulty attaining decent, affordable housing.
- Courteous and business-like manner in dealing with public and co-workers.

Note: Direct deposit of pay is a condition of employment. Failure to agree to participate in direct deposit will result in the withdrawal of offer of Employment.

I have read and understand the responsibilities detailed above and I also understand that my duties are not limited to the above but include any other tasks required or assigned.

\_\_\_\_\_  
Name (Printed)

\_\_\_\_\_  
Signature

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Date