

LUMINEST JOB DESCRIPTION

Position Title: Clerk

Reports To: Director of Housing

Direct Reports: N/A

Position Classification: Non-Exempt - Hourly

Position Responsibilities:

- Follow the SERVE leadership model and demonstrate it regularly.
- Acts as the main point of contact between clients and staff. Provides friendly and helpful customer service by greeting visitors and answering phone calls & emails.
- Utilizes Luminest's software program to process a variety of tenant and applicant functions such as: applications, work orders, rent payments, etc.
- Provides assistance in the processing of applications to include but not limited to data collection and third party verifications.
- Accurately enter tenant payments and balance each property cash drawer at the end of each day. Deposits to the bank are required.
- Create a variety of correspondence in English and Spanish to be delivered to the tenants. Provide translation when needed including onsite property translation needs.
- Files and retrieves materials by systematically sorting and storing documents alphabetically, numerically, chronologically, or using similar filing methods.
- Handles a variety of scheduling needs with third parties.
- Performs related work as required.

Position Skills:

- Strong people skills with a personable attitude towards others
- Ability to multi-task effectively
- Bi-lingual
- Knowledgeable of modern office practices and equipment. Competency using Microsoft Office Suite and Microsoft OneDrive.

- Strong organization and communication skills.

Position Qualifications:

- One year of experience performing clerical/ administrative work or;
- An Associate's Degree or;
- Any equivalent combination of experience and training.

Company Framework: The purpose of this job description is to outline the structure within which this position is to operate and to assure a general understanding of the associated expectations. Throughout the course of performing job functions, it is essential that these job responsibilities are carried out within the larger framework of Luminest's strategic plan, as well as, its Mission, Vision, and Core Values. Employees are expected to be engaged in valuing and growing in these core values: Service, Integrity, Accountability, and Teamwork.

The job functions listed are not intended to be exhaustive or to exclude activities that may fall under other duties as assigned. This job description will also be used as a tool to evaluate employee performance and assess the nature of the fit between the employee and the job functions.

This document will be updated on an ongoing basis and reviewed and updated periodically with the employee as the company changes and necessitates revisions to this position. This document does not preclude reasonable accommodations.

We have each read, understood, and support the organizational team and position descriptions described above, as well as the Luminest Vision, Mission and Values.

Employee Signature: _____

Date: _____

Supervisor Signature: _____

Date: _____

Updated annually before each employee review