

ALLEGHENY COUNTY HOUSING AUTHORITY
301 CHARTIERS AVENUE, MCKEES ROCKS, PA 15136

Authority Position Available: WORK ORDER SPECIALIST

Date Posted: May 5, 2022

Purpose: This clerical position, covered under a Collective Bargaining Agreement with Teamsters Local Union 250, is primarily responsible for data entry of maintenance related work items and other HUD/ACHA required activities, including the recording and maintenance of work order requests. Responds to resident and management inquiries, and prepares a variety of standardized forms/reports on an as-needed basis. Assignments may be conducted at various Authority locations as needed.

Essential Job Functions

1. Receives and responds to phone reports from public housing residents regarding maintenance requests.
2. Timely and accurately initiates the requisite work order in the data entry system.
3. Administratively closes out the work orders in the data entry system when work is completed.
4. Performs other data entry tasks related to the annual or semi-annual housekeeping inspection and UPCS, Preventative Maintenance and REAC Inspections.
5. Organize and maintain daily work order systems and files.
6. Operate a multi system phone service for work order processing.
7. Displays excellent telephone etiquette and customer service skills.
8. Performs a variety of additional clerical duties as assigned, such as typing, filing, data entry, reports, etc.
9. Must report to work at the scheduled time and is seldom absent from work; must complete work in a timely, accurate and thorough manner.
10. Must work effectively and communicate well with others, verbally and in writing, including supervisors, colleagues, and individuals within and outside of the company.

Required Education/ Experience

High school diploma or equivalent, required. Must be computer literate and proficient in the use of Adobe and MS software (Windows, Outlook, Word, Excel, Access). Demonstrated training and experience in computerized data entry and customer service.

WAGE: \$24.62/HR

As a condition of employment, candidate must successfully pass a post-offer physical examination, drug screen and background security review and must be fully vaccinated against COVID-19 upon date of hire with regular full-time employment being contingent upon successful completion of a probationary period.

Frank Aggazio

Frank Aggazio, Executive Director

APPLICATIONS OR RESUMES SHOULD BE MAILED TO ALLEGHENY COUNTY HOUSING AUTHORITY,
ATTN: HR, 301 CHARTIERS AVENUE, MCKEES ROCKS, PA 15136 OR EMAILED TO: jrobin@achsng.com
AN EQUAL OPPORTUNITY EMPLOYER