

<b>Job Title</b>	Desk Auditor
<b>Employer/ Agency</b>	New Hope Housing, Inc.
<b>Job Description</b>	<p>The Desk Auditor is the first person residents and visitors meet when entering the building. Greeting residents and visitors in a way that is both warm and efficient/professional is important to our mission of offering a supportive community to residents and making a good first impression to visitors/guests. The Desk Auditor creates a welcoming and tidy atmosphere that encourages a prospective tenant's desire to reside at the property and conveys to all who enter the building our high standards of professionalism and attention to detail. Good interpersonal skills, including diplomacy and flexibility, are necessary to interact with residents and guests. A positive presence of authority is required to enforce house rules.</p> <p><b>DUTIES AND RESPONSIBILITIES:</b>  <i>Maintenance Duties:</i> Conduct routine inspections of the building while on shift, and properly document findings. Report damages and hazardous or emergency conditions to the Community Manager promptly. Empty trash and other light housekeeping duties as directed by Community Manager. <i>Administrative Duties:</i> Properly screen all visitors/guests who enter and leave the building. Update visitor/guest log, daily log and other front desk forms. Handle and screen incoming phone calls. Route phone messages properly. Enforce house rules. Notify appropriate emergency or management personnel in the event of building emergencies. Maintain orderliness of front entrance, lobby and adjoining rooms/areas. Post and distribute tenant notices. Write out/Accept maintenance work orders. Collect rent and overnight fees and furnish resident's receipt. Assist management as needed; perform other duties as required for successful operation of building. Interact with residents/visitors and handle complaints with diplomacy and good judgment. Work with people of diverse social, economic and ethnic backgrounds in a professional manner. Act with sensitivity to issues facing homeless, disabled and elderly populations. Promotion of Community events. Establish and follow a work priority system, as outlined in the Company Operations Manual or as directed by Community Manager. Perform additional duties as deemed necessary by the Community Manager.</p>
<b>Qualifications</b>	Professional appearance and demeanor. Good organizational skills. Good verbal skills. Strong customer service skills. Assertiveness. Ability to work with people of diverse social, economic and ethnic backgrounds. Ability to work independently and exercise good judgment in problem-solving. Willingness to perform varied tasks. Basic knowledge of computers with some knowledge of Microsoft Outlook and Word. Must have the ability to lift moderately heavy objects up to 25lbs and perform duties requiring extensive maneuverability and normal strength.
<b>Salary/Hours</b>	7.25 Hourly/ Up to 29 Hours
<b>Employer/Agency</b>	New Hope Housing, Inc.
<b>Address</b>	Multiple Properties
<b>City, State, Zip</b>	Houston, TX
<b>Contact Person</b>	Kim Hoang
<b>Contact Title</b>	Property Management Associate
<b>Telephone Number</b>	713-224-2821
<b>Fax Number</b>	713-224-2825
<b>Email Address</b>	<a href="mailto:pma@newhopehousing.com">pma@newhopehousing.com</a>
<b>Application Method</b>	Email or fax resume.
<b>Opening Date</b>	11/1/2013

To post a job opportunity or if your response to this job posting results in successful employment, please email the GCSW Office of Alumni and Career Services at [mswjobs@central.uh.edu](mailto:mswjobs@central.uh.edu) with the hiring details of your new job opportunity. Thank you.