



The Virgin Islands Housing Finance Authority is seeking qualified applicants for a position on the island of St. Thomas

RECEPTIONIST

The Receptionist plays a key role by serving as the first impression of the Authority with meeting and greeting clients.

ESSENTIAL FUNCTIONS:

- ⇒ Greets clients, ascertain nature of business and direct to appropriate areas, answers telephone, responds to callers' routine questions, route calls as appropriate, takes messages and initiates telephone calls as requested.
- ⇒ Performs various administrative/clerical duties in support of office operations including composing, typing, copying and filing correspondence, memo, letters and legal documents, preparing mailings/transmittals and sorting and distributing incoming mail.
- ⇒ Maintains security by following procedures and monitoring logbook.
- ⇒ Maintains a safe, clean and tidy receptionist area.
- ⇒ Maintains inventory of office supplies.
- ⇒ Assists with ordering, receiving, stocking and distribution of office supplies.
- ⇒ Monitors and maintains a log of VIHFA vehicles used by employees.
- ⇒ Gathers data and prepares reports, according to instructions from immediate supervisor and completes other technical assignments as assigned.
- ⇒ Assist with maintaining conference room and training room bookings.

QUALIFICATIONS:

- ⇒ **Education:** Associates Degree in Business Administration or related field desirable
- ⇒ **Experience:** A minimum of 1 year experience as a Receptionist, Front Desk Representative or similar role. An equivalent combination of education and experience may be substituted.
- ⇒ **Knowledge, Skills and Abilities:** Computer literate to include Microsoft Word, Excel, Power Point, Outlook and desktop publishing; Excellent secretarial skills and knowledge of current standard office procedures; Working knowledge of public agency organizations and functions; Ability to exercise considerable initiative, independent judgment and discretion in performing duties, including confidential matters; Public relations skills; Excellent oral and written communications skills; Ability to be flexible and work under pressure; Ability to work harmoniously with other agency personnel; Ability to maintain confidentiality in all assignments; Knowledge of standard business practices and office protocol; Ability to properly use all standard office equipment; Excellent phone etiquette and customer service skills; Ability to use diplomacy and discretion in giving out information; Ability to provide exceptional customer service; Ability to operate a switchboard.

SALARY: \$27,000 - \$35,360 per annum depending upon qualifications.

APPLICATION INSTRUCTIONS AND PROCEDURES:

Interested applicants must submit an application, cover letter, and resume/vitae. **During the Stay at Home period, application packages will ONLY be accepted electronically at hr@vihfa.gov.** Signed original documents will be accepted at our Office at a later date. Employment applications can be downloaded from our website at www.vihfa.gov.

Deadline for submittal of application package is Friday, October 21, 2022; however, this position will remain open until filled. Incomplete application packages will not be considered. Selected candidates will be contacted for interview.

The Virgin Islands Housing Finance Authority is an Equal Opportunity Employer