

Receptionist/HR Assistant

Must be a resident of Illinois or willing to relocate. Flexible scheduling is available, upon completion of a six-month probationary period.

Illinois Housing Development Authority (IHDA), one of the Nation's preeminent Housing Finance Agencies and one of the State's ten largest financial institutions, is currently seeking a Receptionist/HR Assistant to build upon their 50+ year leadership in housing finance.

SUMMARY:

This position provides the first impression of Illinois Housing Development Authority. Extremely important role which encompasses many skills including answering multiple phone lines on our Cisco system, greeting guests, providing excellent customer service skills, and partnering with all clerical & administrative assistants, Communications unit, and other customer service units. This position is responsible for providing clerical and professional support to the Human Resources department and act as the primary support to the organization as the receptionist for the Authority's main location. Requires high level of judgement, excellent customer service, enthusiastic about IHDA's products and services, highly dependable and professional at all times. Support process improvements and assist with Authority-wide events; bi-lingual preferred.

ESSENTIAL FUNCTIONS:

- In accordance with the Authority's procedures, interprets the nature of incoming calls and relays callers to the appropriate party. Greets visitors and refer visitors to proper destination. Refers non-routine questions and inquiries to the appropriate department representative.
- Keeps accurate recording of all calls, including notations of correct times and names of parties for employees' reference.
- Arranges building security access for IHDA department visitors. This includes entering in guests through a shared data guest portal (Kastle system).
- Operates as a liaison to the Communications department related to the multifamily development lists. Field questions related to the development list; educate callers on how to obtain housing lists and handles periodic statistics on call volume as needed.
- Takes the lead, coordinates, and conducts training sessions for all incoming support staff (support staff temporaries) or Customer Service positions in various departments required to relieve the receptionist.
- Primary coordinator of Authority-wide attendance. Using ADP Time and Attendance and SharePoint reports, review each department's weekly attendance reports. Ensure director approval and weekly attendance report are submitted to HR as required. Manager maintains daily and weekly timekeeping records; verifies completeness and accuracy of information; compiles regular and special reports using established formats and procedures.

EDUCATION AND EXPERIENCE REQUIREMENTS:

A minimum of Associates degree required or equivalent of 10+years solid Receptionist experience this includes clerical office experience required. Bi-lingual preferred. Microsoft Office suite experience with at least 60% accuracy a must. Exposure to SharePoint database and ADP a plus. Excellent telephone etiquette, excellent verbal and written communication skills and strong analytical skills. Must be dependable and punctual – office hours: 8:30am – 5:00pm; Monday-Friday (attendance is very important). Strong customer service orientation at all times. Attention to detail; listens carefully. Employs tact, courtesy, and confidentiality at all times.

Excellent benefits package, including 401 (k); immediate vesting.

To apply, submit resume to:

https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=ee890b7a-c9a4-4880-b61b-79abf60f096e&cclid=19000101_000001&jobId=432158&source=CC2&lang=en_US

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