



WASHINGTON STATE  
HOUSING FINANCE  
COMMISSION

*Opening doors to a better life*

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## Receptionist/Secretary Senior

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**Posting Date:** June 22, 2021  
**Closing Date:** July 16, 2021 (Extended closing date)  
**Salary:** \$2,799.00 to \$3,616.00 monthly, depending on qualifications.  
**Location:** 1000 2<sup>nd</sup> Ave., Suite 2700, Seattle, WA  
Our office is located in downtown Seattle's Financial District on 2<sup>nd</sup> Avenue and Spring Street and is within walking distance to Pike Place Market and Seattle's scenic waterfront.

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\*\*In addition to the salary posted above, this position is currently receiving an additional 5% premium pay due to the position being located in King County.

We are currently recruiting for a **Receptionist/Secretary Senior** position for the Washington State Housing Finance Commission.

### **Who we are:**

The Commission is a market-driven and self-supporting state commission created to provide below-market rate financing for building, purchase and preservation of affordable housing, and non-profit capital facilities, and community services. To achieve its goals, the Commission functions as a financing conduit for developers, lenders, first-time home buyers, real estate professionals, beginning farmers and ranchers, and non-profit organizations to provide affordable financing for homes, rental housing, and cultural and social services facilities. Commission financing does not utilize or impact the state's credit.

We believe that creating a diverse, inclusive, and equitable environment is important and vital to the success of the Commission. We believe in working together to create an environment free from harassment and discrimination and moving beyond simple tolerance to embracing and celebrating the rich dimensions of diversity contained within each individual.

### **Principal Responsibilities:**

As the Receptionist, serve as the initial point of contact for the Commission's staff and programs. Operate multi-line telephone and use knowledge of Commission business and activities to answer questions regarding Commission programs. Screen and direct incoming calls from the public, clients, Commissioners, and associates to the correct division or staff members. Provides technical assistance to the lenders and borrowers on Homeownership programs. Greet and refer visitors to the correct division, staff, or meeting location. Open, sort, and distribute Commission mail daily. Maintain contacts and various information in the Homebase database (Salesforce), create queries, run reports, and make revisions. Check Commission voicemail daily and route incoming faxes in a timely manner. Perform

miscellaneous administrative duties for the Administrative Division and other divisions as requested; this includes typing correspondence and reports, preparing packets for mailing, and other special projects as requested.

This position must demonstrate courtesy and a professional attitude in handling requests or complaints from the public, staff members from other divisions, and others. Performs duties in a cheerful, patient, cooperative, team environment.

**We are most interested in candidates who meet or exceed the following criteria:**

High School graduation and two years of progressively responsible office experience; including one year of database experience is preferred. Experience using Salesforce software is desirable.

This position is required to use a personal computer with a variety of software applications. A positive attitude, excellent customer service skills, attention to detail, accuracy, strong organizational skills and ability to multi-task are required.

**Benefits:**

We offer a generous benefits package that includes a full array of family medical, dental, life and long-term disability insurance coverage; a state retirement plan; deferred compensation; 11 paid holidays; paid vacation, sick and military leave; subsidized bus, train, or ferry passes; credit union memberships.

**Application Procedures:**

Interested applicants should apply by submitting a current resume, a complete list of three or more professional references, and a letter of interest specifically addressing the qualifications listed in this announcement by email (our preferred method), fax or postal service by July 2, 2021 to:

**Cindy Felker, Human Resources**  
**Washington State Housing Finance Commission**  
**1000 2<sup>nd</sup> Ave., Suite 2700**  
**Seattle, WA 98104**  
**Voice/Message:** (206) 287-4402 OR 1-800-767-HOME  
**Fax:** (206) 587-5113  
**E-mail:** [cindy.felker@wshfc.org](mailto:cindy.felker@wshfc.org)  
**Web Site:** <http://www.wshfc.org>

In addition, please complete the Applicant Profile Form posted on our website and submit with your application materials. **The completion of this form is voluntary.**

Please include your name and preferred pronouns in your application to ensure we address you appropriately throughout the application process.

By submitting the application materials you are indicating that all information is true and correct to the best of your knowledge. You understand that the Housing Finance Commission may verify information and that untruthful or misleading information is cause for removal from the applicant pool or dismissal if employed. Only those individuals who clearly demonstrate the stated qualifications will be considered.

To qualify and receive veteran's preference, you must attach a copy of the discharge, DD214 or NGB Form 22, with your application materials.

The Washington State Housing Finance Commission is committed to providing equal employment, job assignments and promotional opportunities to all qualified applicants and employees. We strive to create a working environment that includes and respects cultural, racial, ethnic, sexual orientation and gender identity diversity. We are committed to providing reasonable accommodation to all staff as needed. Women, black, Indigenous and people of color, persons with disabilities, persons over 40 years of age, all honorably discharged veterans and people of all sexual orientations and gender identities are encouraged to apply. Persons needing accommodation in the application process or this announcement in an alternative format may contact Cindy Felker at [cindy.felker@wshfc.org](mailto:cindy.felker@wshfc.org), or at 206-287-4402.