Administrative Front Desk Clerk
Full-Time Position, In-Office
Location: Kansas City Office – Downtown, Kansas City, MO
Reports to: Office Manager
Salary Range: $42,000-$46,500/year
Work Schedule: 7:45 a.m. – 4:45 p.m., Monday - Friday

AGENCY OVERVIEW

Missouri Housing Development Commission (MHDC) is the Housing Finance Agency for the state of Missouri. MHDC is a mission-driven organization providing affordable housing opportunities for extremely low to moderate-income Missourians with both federal and state funding. The organization offers a rewarding career in public service by providing the opportunity for dynamic, impactful and fulfilling work serving individuals and families across the entire state.

BENEFITS

MHDC strives to be an employer of choice and offers competitive pay, life balance, including generous time off, business casual dress code, downtown location with paid parking, and extensive benefits.

- Health Insurance with Immediate Coverage
- State of Missouri Pension
- Paid Covered Downtown Parking
- Prime Downtown Location
- Tuition Reimbursement
- Paid Professional Licensure / Fees / Continuing Education
- Paid Professional Development Opportunities

LEAVE TIME

Annual Leave and Medical Leave accruals begin immediately.

- 3 Weeks Paid Time-off (Annual Leave)
- 3 Weeks Paid Time-off (Medical Leave)
- 13 Paid Holidays (annually)
- 6 Weeks Paid Parental Leave

COMPENSATION

	Low Base Salary	**High Base Salary**
Annual Base Salary	$42,000	$46,500
Estimated Annual Benefits Value	$36,137	$36,682
Total Estimated Annual Compensation Value*	**$78,137**	**$85,182**

*Actual total compensation is based on benefits elections.

POSITION SUMMARY

The Administrative Front Desk Clerk serves as the first point of contact for employees, visitors, and callers. This role maintains an organized, welcoming front desk environment and provides essential administrative and operational support across the agency. The ideal candidate is professional, organized, and customer-focused, able to manage multiple tasks in a fast-paced setting, and demonstrates excellent attendance and punctuality. Because this position is responsible for front desk coverage and routing agency calls, a predictable presence during scheduled hours is required.

ESSENTIAL SKILLS & RESPONSIBILITIES

Front Desk & Customer Service

- Answer and direct incoming phone calls, take messages, and respond to inquiries.
- Greet and assist employees and visitors in a professional, courteous manner.
- Maintain a clean, quiet, and organized front desk/reception area.
- Validate and track parking system entries.
- Notify Security of all visitors as required.

Mail, Deliveries & Package Management

- Receive, sort, and distribute mail and deliveries.
- Process outgoing UPS, FedEx, and USPS mail.
- Track package system orders and ensure timely handling.
- Handle mailing and package needs after regular mail hours.

Administrative & Office Support

- Schedule appointments, meetings, and conference room bookings.
- Assist with administrative tasks such as data entry, filing, and document preparation.
- Create labels and update them as needed.
- Support internal teams with special projects and general office operations.
- Assign Operations Support Tickets.
- Notarize company documents.
- Maintain the Travel email inbox and calendar daily.
- Assist with travel-related tasks as needed.

Supplies & Purchasing Support

- Maintain office supplies and process supply requests.
- Receive purchase orders and track/update related spreadsheets.

DESIRED QUALIFICATIONS

- 1 – 3+ years of experience in a professional office, administrative, or front-desk environment.
- Front desk or reception experience.
- Handling a high volume of phone calls, ideally with a multiline phone system.
- Mail distribution and package handling, including receiving, sorting, distributing mail, tracking package systems, and managing outgoing UPS, FedEx, and USPS mail.
- Administrative support functions such as data entry, filing, preparing documents, scheduling meetings, and conference room bookings (Microsoft Outlook).
- Managing office supplies, maintaining inventory, update tracking sheets
- Customer service experience.
- Strong Excel and Microsoft Office proficiency.
- High attention to detail and excellent time-management skills.
- **Must be a commissioned Notary Public in the State of Missouri, or be willing to obtain a notary commission within 60 days of hire**. MHDC will cover all costs associated with obtaining and maintaining the notary commission.

To be considered for the position, please submit your resume and cover letter online.