



Regional Housing Authority

Position Description

CUSTOMER SERVICE SPECIALIST

I. Summary:

Under the general supervision of the Housing Services Department Director. Provides customer service to tenants for all rentals programs and units owned and managed by the Housing Authority.

II. Authority:

The Customer Service Specialist reports to the department director.

III. Duties and Responsibilities:

- Responds to customer requests and questions, via telephone, email, and in person.
- Monitors emails received through the website and assists in suggestions for web page updates.
- Resolves customer concerns, solves problems, and answers general questions.
- Communicates issues and concerns to appropriate Housing Authority staff.
- Develops procedures as needed.
- Accepts and directs general department mail.
- Interprets Housing Policies and procedures and responds appropriately.
- Assists in mailing housing department correspondence.
- Assists in scheduling rental unit inspections.
- Performs general clerical duties such as updating documents and spreadsheets, filing, copying, answering telephone, ordering supplies, etc.
- Responsible for communication with tenants concerning utility shut-off notices.
- Assists with reports and audits.
- Generates annual tenant income recertification packets.
- Tracks and prepares recertification packets for processing and review
- Processes monthly recurring rent payments
- Schedules and coordinates tenant move-in's and move-out's.
- Coordinate relocations when necessary for rehabilitation of occupied units.
- Assists potential tenants with application completion process, admission events, move-in process, and income certification
- Assists in other housing department jobs and tasks when department colleagues are on vacation, personal leave, out sick, etc.
- Cross-training functions of the department
- Other duties as assigned

IV. Required knowledge, Abilities and Skills:

- Knowledge of Public administration principles and techniques.
- Knowledge of Federal and State programs and services, particularly programs related to HUD and/or Indian Tribes.
- Knowledge of, and familiarity with communities in rural Southeast Alaska.

- Excellent writing skills
- Ability to provide quality customer service.
- Ability to maintain positive interpersonal relationships.
- Ability to operate office equipment
- Ability to maintain satisfactory work performance and attendance records.
- Ability to work under pressure and meet deadlines
- Possess strong verbal and written communication skills
- Experience with word processing, spreadsheets, electronic mail, and electronic calendar software
- Willingness to learn to use other software packages as they become available.
- Typing and spelling competency
- Data entry experience
- Ability to travel to communities throughout Southeast Alaska
- While performing the duties of this job, the employee is regularly required to:
 - Talk or hear;
 - Sit for extended period;
 - Kneel;
 - Crouch;
 - Reach
 - Push and pull
 - Lifting up to 30 pounds

V. Minimum Qualifications:

High school graduate or equivalent. Two years of customer service experience. College degree may substitute for the experience.

VI. Grade Level:

Grade 10

Non-exempt

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for their job. Duties, responsibilities, and activities may change at any time with or without notice.

Signatures

This job description has been approved by:

Supervisor/Manager _____

HR _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____

Updated (January 2020)