



## Regional Housing Authority

### JOB RECRUITMENT

The Tlingit-Haida Regional Housing Authority has a **Regular, Full-Time** position available:

**JOB TITLE:** Customer Service Specialist

**LOCATION:** Juneau, Alaska

**SALARY:** Starting at \$25.12 Per hour  
Benefits included

**APPLICATION PERIOD:** Open until filled

**DUTIES AND RESPONSIBILITIES:** Under the general supervision of the housing services department manager and supervisor, provides customer service to tenants for all rentals programs and units owned and managed by the Housing Authority.

#### MINIMUM QUALIFICATIONS:

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

#### REQUIRED KNOWLEDGE 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; and Lifting up to 30 pounds

**SUBMIT APPLICATIONS TO:** THRHA 5446 Jenkins Drive, Juneau, AK 99801;  
[www.thrha.org](http://www.thrha.org); for questions please call (907) 780-6868.  
Email: [jobs@thrha.org](mailto:jobs@thrha.org)

THRHA is a drug-free workplace and selected applicants will be subject to drug testing. Native Preference per 24 CFR 1000.