



Currently accepting applications for:
Housing Assistant

SALARY: \$18.66 - \$24.26 Hourly
\$3,235.16 - \$4,205.71 Monthly

OPENING DATE: 09/15/17

CLOSING DATE: 09/29/17 04:30 PM

JOB SUMMARY:

About King County Housing Authority

King County Housing Authority (KCHA), an independent municipal organization, is a high performing nationally recognized leader in affordable housing. KCHA is a national leader in providing innovative and effective housing solutions so that people and communities can prosper. Our vision is that all residents of King County have quality affordable housing. KCHA is the largest housing provider in the county, and annually, the agency serves over 50,000 low-income individuals.

We transform lives through housing.

Section 8/Housing Choice Voucher Department is currently recruiting for talented, detail oriented and conscientious candidates to fill the Housing Assistant role. The primary function for one of the Housing Assistants will be providing switchboard support for our high volume Section 8 office. Responsibilities for all Housing Assistants include collecting, processing and verifying documentation for clients and stakeholders; contacting third party sources for verifications based on outlined criteria. Additionally, the Housing Assistant will provide customer service and program support in-person, via email, and various written correspondence.

The strongest candidates will bring:

- A desire to provide exceptional customer service as this individual is relied on to respond to questions from owners and participants.
- Excellent communication skills as they will be working directly with our clients and third party agencies.
- An ability to handle a high volume of calls from a switchboard.
- A proven track record of being dependable.
- Experience working with diverse clientele and staff.
- Self-motivated professional with exceptional interpersonal skills.
- Attention to detail when reviewing information that has been submitted for completeness or determining what documentation will be required based on applicant situations.

The ideal candidate for this role will enjoy interacting with clients, landlords, staff, and many other internal and external stakeholders. They are proficient in the use of systems and tools to maintain organization. They are exceptional time managers and are resourceful in independently addressing and resolving issues as they arise.

ESSENTIAL FUNCTIONS:

Essential Functions:

- **Customer Service:** Provides clear and accurate information over the phone or in person to walk-in clients and landlords on housing assistance certification and re-certification requirements; provides coverage for the receptionist and switchboard operators, greets clients and answers a variety of inquiries; stocks fliers; copies; files.
- **Housing Program Support:** Processes files and documentation for annual re-certifications; mails out review letters and packets to landlords, clients and third party sources; determines verifications needed based on family composition, employment,

income and related criteria; reports matters of violation detected through data verification to the assigned team.

- **General Office & Clerical Support:** Uses standard office equipment to prepare copies for files and mailings, maintains records and files in computer; uses office systems to track and do work; creates letters and documents in standard and specialized housing computer systems; responsible for scanning and indexing; completes data entry; logs and returns phone messages.

[Click here for additional details regarding this position's classification specification.](#)

QUALIFICATIONS AND COMPETENCIES:

Required Qualifications:

- High School Diploma or GED.
- One year of customer service experience **OR** an equivalent combination of education and experience.

Required Knowledge, Skills, and Abilities:

- Demonstrated experience maintaining records (manual and electronic) and performing data entry with a high level of accuracy and attention to detail; ability to consistently and accurately document information and process files.
- Demonstrated success providing customer service over the phone, via email and in person.
- Proficiency using MS Office applications including Word, Excel, Outlook and the internet; skill and ability to learn and use agency software programs (Tenmast).
- Ability to work effectively and positively with individuals of diverse cultural and socioeconomic backgrounds.
- Clearly and effectively communicates both verbally and in writing by actively listening and sharing relevant information.
- Ability to work under stressful situations and manage stress appropriately.
- Excellent organizational skills including prioritizing, keeping track of information or work in progress, ensuring accuracy, and multi-tasking.
- Ability to work effectively and collaboratively as a team in a busy office environment while earning the trust, respect and confidence of others.
- Shows willingness to learn new methods, procedures, and techniques.

Special Requirements:

- Consent to and pass criminal records background check.
- Consent to and pass required assessments.

POSITION INFORMATION AND APPLICATION PROCESS:

Application Requirements:

To be considered for this opportunity, you must:

- Complete the online application profile in its entirety.
- Upload a cover letter that addresses how your experience and education qualifies you to perform the essential functions listed in the job announcement. **(Cover Letter)**
- Upload a detailed résumé of all educational and professional experience. **(Résumé)**

Salary & Benefits:

The starting salary range of this position is \$18.66 - \$21.46 per hour (dependent upon qualifications). Performance based merit increase opportunities and COLAs are reviewed on an annual basis. A comprehensive health care benefits package for you and your dependents includes medical, dental and vision insurance, life and long-term disability insurance plans, vacation, sick and personal leave, reduced tuition, and retirement benefits are also provided.

Physical Work Environment:

Incumbent(s) must be able to meet the physical requirements of the classification and have mobility, balance, coordination, vision, hearing and dexterity levels appropriate to the functions performed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment. The incumbent frequently uses standard office equipment including personal computers, telephone and related equipment. Considerable filing and copying functions may require relevant physical demands.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.kcha.org>

Position #2017051
HOUSING ASSISTANT
SC

600 Andover Park West
Tukwila, WA 98188
206-574-1100
206-574-1265

Housing Assistant Supplemental Questionnaire

- * 1. Do you have direct experience with the King County Housing Authority?
 - Yes, I am a current employee at KCHA.
 - Yes, I am a current temporary employee at KCHA.
 - Yes, I am a current resident of KCHA.
 - Yes, but not as described above.
 - No, I don't have any direct experience but I am willing to learn.
- * 2. Which best describes your level of education?
 - High School Diploma or GED
 - Some College
 - Associate's Degree
 - Bachelor's Degree
 - Master's Degree or Higher
 - None of the above
- * 3. Please identify your years of experience maintaining records (manual and electronic) and performing data entry.
 - I have no experience in this area.
 - I have less than 1 year of experience
 - I have 1+ to 2 years of experience.
 - I have 2+ to 3 years of experience.
 - I have more than 3 years of experience.
- * 4. Please identify your years of experience performing office and administrative support duties including greeting clients, answering phones, drafting and responding to correspondence, faxing and sorting/distributing incoming mail.
 - I have no experience in this area.
 - I have less than 1 year of experience.
 - I have 1+ to 2 years of experience.
 - I have 2+ to 3 years of experience.
 - I have 3 or more years of experience.
- * 5. Please describe your experience providing customer service in an environment with a high volume of customers or clients.
 - I have no experience in this area.
 - I have less than one year of experience.
 - I have 1+ to 2 years of experience.
 - I have 2+ to 3 years of experience.
 - I have more than 3 years of experience.
- * 6. Which of the following best describes your level of proficiency with Microsoft Office programs including Word, Outlook, and Excel?

- I have no experience with Microsoft Office.
- Beginner
- Intermediate
- Advanced
- Expert

* Required Question