



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Customer Support Specialist
DEPARTMENT: Housing Choice Voucher Program
DATE POSTED: 02/04/2024
CLOSING DATE: Until Filled
FLSA CLASS: Non-Exempt
STARTING SALARY RANGE: **Salary Class J**
\$36,4000 - \$ 44,500 (Annually)

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SUMMARY

HANO’s goal is to ensure that applicants, residents, participants, and landlords are treated in a courteous and professional manner. The primary purpose of this position is to provide customer service to residents, visitors, staff, contractors, and the general public. The incumbent answers or refers questions and provides information in person, via email and over the phone, respectfully listening and communicating to help resolve problems. This position reports to the Customer Experience Manager and performs a variety of administrative and clerical duties in support of the Housing Operations Department.

All activities must support the Housing Authority of New Orleans (“HANO”) mission, strategic goals, and objectives.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Provides exceptional customer service to applicants, property owners, and their agents as part of the Call Center; answers incoming calls and responds to messages; responds to inquiries regarding program information, the admissions process, application status, and rent payments, escalating matters as needed.
- Greets and directs visitors to appropriate department and/or personnel and assists residents and participants with program documents.
- Schedules appointments for walk-in residents and participants using Microsoft Outlook.
- Monitors front desk and reception area of Housing Authority’s office. Maintains positive resident

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communications and relations, including answering phone calls and receiving walk-in visitors to office; receives and responds to inquiries (telephone and in-person) from applicants, residents, landlords, and community organizations when appropriate.

- Promptly and efficiently answers incoming agency phone calls; assists the caller with their needs achieving first call resolution results. Transfers calls to the appropriate party if and when necessary.
- Receives, sorts, forwards, and distributes mail in a timely and accurate manner.
- Provides clerical and administrative support to the HCVP team, including recordkeeping, document generation, data tracking, telephoning, mailing, and filing as assigned. Ensures an adequate supply of forms and flyers are available for housing applicants.
- Responds to requests in a prompt and courteous manner; identifies administrative needs of the department and develops appropriate solutions and/or recommendations.
- Processes application updates, updates information in appropriate location(s), and documents, communicates with applicants, tenants and landlords as required.
- Receives, responds to, and refers customer service-related emails to supervisor as required.
- Types office correspondence such as letters, forms, reports, and other materials. Duplicates, collates, and prepares correspondence for distribution.
- Performs data entry and maintains precise and crucial files, ensuring their security and submits necessary reports as needed. Assists with special projects as required.
- Promptly returns phone calls with accuracy, and thoroughly investigate and resolve complaints in a timely manner.
- Collaborates with HCVP team to maintain consistent messaging and practices, ensuring alignment with organizational policies and achievement of objectives to enhance the customer experience.
- Communicates with applicants, participants, landlords/owners, direct reports, and co-workers in a manner that is courteous and professional through phone, email, or in-person interactions to provide support, share information, and address any complaints related to the program.
- Answers resident and landlord questions regarding program regulations, HANO policies and procedures, etc.
- Addresses applicants and clients' inquiries to expediate voucher leasing along with resolving complaints.
- Answers questions regarding cases, admissions, occupancy, recertification and waiting lists.
- Keeps abreast of changes in regulations affecting HCVP admission, leasing and moves.
- Other duties as assigned to benefit the mission and goals of the agency.

BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; and persists despite obstacles and opposition.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; identifies, understands, monitors, and measures the needs of both internal and external customers; talks and acts with customers in mind; and recognizes working colleagues as customers.

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Effective Communication: Conveys necessary information clearly and effectively orally or in writing; demonstrates attention to, and conveys understanding of, the comments and questions of others; listens effectively.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment and decision making in accordance with level of responsibility.

Problem Solving: Identifies and resolves problems in a timely manner; gathers and analyzes information to develop alternative solutions; uses strong reasoning and conflict resolution skills.

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

Reliability: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Authority expectations. Performs work in a reliable manner that is both accurate and timely. Ensures a positive record of attendance.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness. Holds oneself personally responsible for one's own work and does fair share of work.

Safety Awareness: Employee is cognizant of their surroundings. Follows proper safety procedures and considers the safety of self and others. Identifies, communicates, and assists in the correction of any safety concerns where appropriate.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as HANO policies and procedures related to the position.
- Knowledge of case management processes including intake, assessment, and referral. Skills in researching information in the system of record.
- Knowledge of community resources necessary to refer callers or visitors to HANO.

- Knowledge of the typical problems and needs of the HANO public housing residents, HCV tenant and landlord population.
- Proficiency in operating multi-line business telephone equipment, including handling multiple calls and visitors.
- Ability to compose effective correspondence accurately and timely.
- Ability to handle complex interpersonal situations in a calm professional manner, while delivering excellent customer service.
- Ability to present ideas in a clear and concise manner, in English, both orally and in writing.
- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, tenants, HUD, and local, state, and federal officials. Ability to communicate with people from a broad range of socio-economic backgrounds.
- Skill in customer service and resident relations
- Proficient in problem analysis and solution development and implementation.
- Ability to understand and follow moderately complex written and oral instructions.
- Ability to perform duties with a high degree of judgment, discretion, and confidentiality.
- Develop positive relationships and foster trust while assisting with affordable housing needs.
- Develop, review, edit, and maintain reports and forms primarily using the HCVP systems and other appropriate software.

Education and/or Experience

- Two years of college course work and three years of experience in public housing, Section 8, case management, and/or office administration, reception, and customer service is required. Bachelor's degree and Housing Choice Voucher Specialist Certification is preferred. An equivalent combination of education and experience may be considered.
- Certification in Housing Quality Standards Inspection, Income, Rent and Voucher program administration required within first year of employment.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook) and should be capable of using internet resources and HANO's system of record for research and developing reports. Must have the ability to learn other computer software programs as required by assigned tasks.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a sedentary position. Daily movements include sitting; standing; bending; operating computers and other office equipment; moving about the office; carrying items such as books, binders, files, and documents; and attending onsite and offsite meetings.

The employee must be able to communicate via email and verbally via telephone. The employee must occasionally lift and/or move up to 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is usually moderate.

DISCLAIMER

The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

EEO POLICY STATEMENT

HANO provides equal employment opportunity to all individuals regardless of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, religion, physical or mental disability, sex (including pregnancy, childbirth, or related medical conditions), gender identity, or gender expression results of genetic testing, or service in the military or veteran status or any other status protected under applicable federal, state or local law. Discrimination of any type will not be tolerated.