



Position Description

Position Title:	Customer Service Specialist	Department:	HCV
Reports to:	Program Support Team Lead	Employment Status:	Full-Time
FLSA Status:	Non-Exempt	Date Created:	February 2020

Summary

The primary purpose of this position is to provide customer service to tenants, landlords, 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 performs a variety of administrative and clerical duties in support of the HCV Department.

All activities must support Columbia Housing's ("CH") mission, strategic goals, and objectives.

Essential Duties and Responsibilities

The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Monitors front desk and reception area of CH's HCV office. Maintains positive communications and relations, including answering phone calls and emails and receiving walk-in visitors to office; receives and responds to inquiries (telephone and in-person) from applicants, tenants, landlords, and community organizations when appropriate.
- Receives, sorts, and distributes mail and correspondence in a timely and accurate manner. Delivers outgoing mail to post office on a weekly basis.
- Sorts and organizes mail; submits monthly postage reimbursement to Finance Department.
- Provides clerical and administrative support to the HCV team, including recordkeeping, document generation, data tracking, telephoning, mailing, and filing as assigned. Ensures 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.
- Provides customer service to applicants, property owners, and their agents; 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.
- Documents communications with tenants, landlords, and applicants in appropriate location(s).
- Processes application updates, updates information in appropriate location(s), and communicates with applicants, current and former tenants as required.
- Processes incoming checks, updates information in appropriate location(s), and files related documentation.
- Receives, responds to, and escalates customer service-related emails, as required.
- Compiles and submits office supply requests to supervisor.
- Maintains copier and postage machine, including cleaning, toner, and cartridge replacements, as well as notifying procurement staff of major maintenance issues and supply requests.
- Places notice on front door when office will be closed (holidays, bad weather, other unforeseen circumstances).
- Assists HCV staff and other departments with special projects, as required.



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- Performs other related duties as assigned.

Behavioral Competencies

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

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 CH. Uses appropriate judgment & decision making in accordance with level of responsibility.

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; 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. Recognizes work colleagues as customers.

Effective Communication: Ensures important information is passed to those who need to know; 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.

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

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.

Job Competencies

- Knowledge of HUD, federal, state, and local laws and regulations, as well as CH policies and procedures related to the position.
- Knowledge of the general operations and procedures of a medium-sized office.
- Knowledge of and ability to operate office equipment, especially the use of computers for word processing and spreadsheet applications.
- Skill in operating multi-line business telephone equipment. Experience in handling multiple calls and visitors and the use of message retrieval and transmission systems.
- Ability to accurately and rapidly compose effective correspondence.
- Ability to handle tense situations in a calm manner, while delivering excellent customer service.
- Ability to present ideas in a clear and concise manner, in English, both orally and in writing.



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- Ability to establish and maintain effective working relationships with co-workers, vendors, consultants, contractors, customers, HUD; and local, state, and federal officials; Demonstrated ability to communicate with people from a broad range of socio-economic backgrounds.

Education and/or Experience

High School Diploma or GED and a minimum of one (1) year of experience as a receptionist or customer service representative. An equivalent combination of education and experience may be considered.

Some positions may require possession of a valid driver's license and the ability to be insurable under the CH's automobile insurance plan at the standard rate.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (e.g. MS Word, Excel, PowerPoint, and Outlook). 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 stationary position. Daily movements include sitting; standing; reaching and grasping; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to exchange information in person, in writing, and via telephone. The employee must occasionally transport 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 moderate.

Read and Acknowledged

Employee Signature

Date

Employee Name [printed]