

**THE HOUSING AUTHORITY OF THE
CITY OF CORPUS CHRISTI**

JOB DESCRIPTION

POSITION TITLE:	HCVP Rent Café Customer Service Rep	W-H Class:	Non-Exempt
		Hrs/Wk:	40 hrs.
REPORTS TO:	Executive VP HCVP	Salary Grade:	18
DEPARTMENT:	Housing Choice Voucher Program (HCVP)		

JOB SUMMARY:

Under the direction of the Executive VP HCVP, the CSR is responsible for performing the day to day general clerical functions of the HCVP Rent Cafe, which includes, but is not limited to answering and directing incoming calls, responding to inquiries for assistance from applicants, public, and/or community agencies about the HCV programs, typing correspondence relating to the department, directing outgoing mail, distributing incoming mail to the appropriate personnel and ordering and receiving office supplies. This position requires a positive and professional image to the public, requires a high level of human relations skills and the ability to be a team player.

JOB DUTIES AND RESPONSIBILITIES:

- Serving customers by providing Rent Café application and certification information and resolving client/service problems
- Assisting clients in applying and recertifying online; from creating initial email to submitting required documents.
- Scheduling in-person appointments for clients in need of accommodations and whom are unable to complete the online process without assistance.
- Assisting clients with password resets and user name updates.
- Maintaining customer service call/ticket/resolution log.
- Resolving problems by clarifying the customer's call or complaint, determining the cause of the problem, selecting and explaining the best solution to solve the problem, expediting corrections, and following up to ensure resolution.
- Recommending potential process improvements to management by analyzing client calls/needs.
- Managing large number of incoming calls
- Managing data entry and reviewing multiple software programs for accuracy
- Replying timely to clients on any issues, concerns, for follow-up action items.
- Maintaining positive/professional image to the public.
- Maintain confidentiality of necessary information.
- Work in a safety conscious manner which insures that safe work practices are used in order not to pose a risk to self and others.
- Successfully complete related training or classes as assigned by the Housing Authority.
- Maintain a dependable attendance record.
- Comply with company policies and procedures and local, state, and government regulations.
- Other administrative duties as assigned.

JOB REQUIREMENTS and PREFERENCES:

- Required Education and Experience - High School diploma or GED Equivalent with one (1) year experience in a public service environment.
- Required - Must hold a valid Driver License and maintain a satisfactory driver's record. May operate Authority vehicle while on Housing Authority business.
- Required - Ability to work hours other than 8-5 and overtime as required to meet Housing Authority goals and objectives.
- Preferred - Associates Degree in Business Administration.
- Preferred - Ability to converse in Spanish.

KNOWLEDGE, SKILLS and ABILITIES:

- Good working knowledge of HCV program rules and the role the HCV Program plays in the community.
- Ability to be a team player within the department as well as within the agency.
- Ability to deal effectively and courteously with the public in a high volume environment.
- Ability to communicate effectively, both orally and in writing with the public and other employees in a pleasant and effective manner providing assistance, information and materials as requested.
- Skill in the use of Housing Authority computer systems and use of a personal computer, with emphasis in word processing and spreadsheet software.
- Demonstrate initiative, firmness and impartiality.
- Ability to maintain positive working relationships and demonstrate good judgment and integrity with staff, residents, and the public.
- Ability to deal effectively with diverse groups and individuals.
- Ability to plan and organize workload.
- Ability to exercise good judgment in appraising situations and making decisions.
- Physical Demands: The position is primarily sedentary in nature, involving normal risks and discomforts associated with an office environment, with occasional lifting or moving of small objects

NOTE: The above statements are not a complete list of all responsibilities, duties and skills held or performed by employees in this position.

I have read the job description for the position of HCVP Rent Café Customer Service Rep and understand what the job requires.

HCVP Rent Café Customer Service Rep

Date