**HOUSING AUTHORITY OF COVINGTON**
**POSITION DESCRIPTION**

**POSITION:** Housing Support Specialist

**REPORTS TO:** Resident Services Manager **DATE: 8**.10.26

**FLSA:** Non-Exempt

## POSITION SUMMARY:

This position serves as the first point of contact for the agency, providing high-quality customer service to clients, residents, and visitors in person and by phone. The role provides administrative support across the resident services and operations departments. Greets and welcomes visitors, answers/directs phone calls, maintains security and telecommunications systems, and performs clerical responsibilities and routine assignments with minimal supervision.

## MAJOR DUTIES AND RESPONSIBILITIES INCLUDE:

1. Open and secure the central office lobby according to established hours.
2. Greet, assist and direct visitors in a professional and welcoming manner.
3. Answer incoming calls, respond to general inquiries and direct calls to appropriate staff or departments.
4. Assist prospective clients and current residents with the housing process and identify additional service needs.
5. Provide administrative support for public housing recertification activities, including collecting, organizing, scanning, and processing required verification documentation.
6. Perform general administrative duties (i.e. copying, scanning, data entry, file maintenance, letters).
7. Receive, date-stamp, and distribute incoming mail; prepare outgoing mail and manage postage equipment.
8. Provide cross-functional administrative support to resident services, leasing/re-certification, and operations.
9. Support residents participating in HUD and HAC self-sufficiency initiatives.
10. Oversee daily operations of the KIOSK located in central office lobby.
11. Perform other duties as assigned.

## REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

1. Strong customer service with the ability to maintain a professional and positive demeanor.
2. Ability to handle sensitive and confidential information with discretion.
3. Working knowledge of housing programs, policies, procedures and regulations, or the ability to learn quickly.
4. Proficient in office practices, procedures and equipment.
5. Intermediate knowledge of Microsoft applications, including Excel, Word and Outlook.
6. Effective verbal and written communication skills, including the ability to relay and follow instructions.
7. Ability to establish and maintain effective working relationships with employees, residents and the public.
8. Strong organizational skills with the ability to coordinate and prioritize multiple tasks and responsibilities.
9. Ability to work independently.
10. Excellent interpersonal skills with the ability to work effectively with a diverse range of individuals, backgrounds, and perspectives

**MINIMUM EDUCATION AND EXPERIENCE:**

1. High school diploma or equivalent combination of training and experience to meet the required knowledge
2. One to two years of related experience.
3. Valid drivers' license.

**PHYSICAL REQUIREMENTS:**

1. Ability to remain in a stationary position for extended periods while working at a desk and using a computer.
2. Ability to move throughout the office environment to access files, equipment, and office machinery.
3. Ability to navigate stairs and enter/exit agency vehicles as required.
4. Ability to lift, carry, push, or pull materials weighing up to 20 pounds on an occasional basis.

The Housing Authority of Covington is an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin, or disability. In compliance with the ADA, we will make reasonable accommodations for qualified individuals with disabilities to perform the essential functions of the job and encourage both prospective and current employees to discuss potential accommodations with the employer.