



RESIDENT ISSUES SPECIALIST

APPLICATION DEADLINE IS MONDAY, FEBRUARY 18, 2019 AT 11:59PM

Division: Section 8 Contract Administration and Compliance

Reports to: Contract Operations Manager

Location: Nashville, TN

Full-time/Part-time: Full time

Salary Grade: 28

Monthly Salary Range Minimum: \$2,908

FLSA Classification: Non-exempt (01)

Critical features of this job are described under the headings below. They may be subject to change due to changes in our business processes or other business-related reasons.

POSITION SUMMARY: Provides assistance to customers and clients who contact THDA via telephone or e-mail concerning a variety of issues related to the resident issues associated with the performance based contract administered by THDA.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

- Answers telephone calls for the Section 8 Contract Administration and Compliance (S8CA&C) division (Incentive-Based Performance Standards - IBPS - 9 & 10), clarifying the reasons for the calls and what issues the callers may need resolved, resolving issues as able within organizational guidelines, answering basic questions, and transferring accurately to appropriate program areas.
- Keeps apprised of program changes through cross-training and study of THDA materials/website, and other identified sources of information.
- Uses Customer Response software (program-specific and general) to view tenant/homeowner information and document calls.
- Provides technical support services to clients on health and safety issues and general issues by phone, email, fax, regular mail and/or personal appointment.
- Provides related customer service to owners/agents, Federal Housing and Urban Development (HUD), government officials, residents, prospective landlords and applicants of the various Section 8 programs, and other appropriate parties.
- Maintains necessary documentation and files as required by programs (Tenant Call Logs).
- Receives and logs in special claims requests and completes the five day review.
- Prepares documentation for scanning into THDA's Electronic Content Management (ECM) data base.
- Uses S8CA&C checklist to review ECM files for content accuracy.
- Monitors Tenant Rental Assistance Certification System (TRACS) statuses for vouchers daily.

MINIMUM QUALIFICATIONS

The requirements listed below are representative of the knowledge, skills, and/or abilities required.

Education and Experience:

- High school diploma or equivalent GED.
- Experience in the housing industry.
- Experience in housing counseling a plus.

The above qualifications express the minimum standards of education and/or experience for this position. Other combinations of education and experience, if evaluated as equivalent, may be taken into consideration.

Knowledge, Skills, Abilities, and Competencies:

- Excellent telephone etiquette.
- Excellent verbal and written communication skills.
- Ability to accurately perform data entry.
- Strong interpersonal skills.
- Builds and maintains positive relationships with internal and external constituents.
- Ability to effectively plan and organize a large workload; accepts procedural change.
- Maintains high level of confidentiality.
- Strong organizational and time management skills; uses time effectively; consistently meets deadlines.
- Documents regularly, thoroughly, accurately, and completely with a high level of detail.
- Ability to read and accurately interpret regulations and policies such as those contained in HUD manuals, guidebooks, handbooks, and issued notices.
- Exercises good and consistently fair judgment, courtesy, and tact in dealing with the staff and public in giving and obtaining information.
- Computer literate; proficient in Microsoft Word, Excel, Outlook, and the internet; able to effectively adapt to and use other computer systems as needed for daily activities.

Special Demands:

The special demands described here are representative of those that must be met by a staff member to successfully perform the essential functions of this job.

- Ability to hear and speak on a telephone.
- Ability to use a telephone headset for extended periods of time.
- While performing the duties of this job, the employee is regularly required to sit; stand; use hands to finger, handle or feel; and talk and hear.
- The employee is occasionally required to walk; reach with hands and arms, and stoop, kneel, or crouch.
- Specific vision abilities required by this job include close vision, distance vision, and the ability to adjust focus.

EQUAL OPPORTUNITY/EQUAL ACCESS/AFFIRMATIVE ACTION EMPLOYER
APPLICATION MUST BE COMPLETE AND RESUME ATTACHED FOR CONSIDERATION
PLEASE VISIT OUR WEBSITE AT WWW.THDA.ORG AND FOLLOW THE ONLINE
APPLICATION INSTRUCTIONS