



## Housing Specialist

Posting Date: January 2022

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### Job Summary:

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This full-time (40 hours a week) position is part of a team which provides customer service to community members seeking government subsidized rental assistance in Brown County through the Housing Choice Voucher Program.

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#### **Job Duties include:**

- o Learning and applying local and national program rules, regulations, policies and updates.
- o Collecting, interpreting, and calculating necessary data for income, assets, deductions, household composition and housing expenses, and determining eligibility.
- o Delivering excellent customer service to meet client and area landlord's needs and educate them about the program.
- o Assisting clients by making appropriate referrals to other ICS internal programs, such as Family Self-Sufficiency or Homeownership, or to other external services that might help meet their needs.
- o Calculating housing payments and processing any over/under-payments.
- o Requesting annual background checks and verifications.
- o Representing ICS in case appeals, fair hearings, and community meetings.
- o Liaison with the ICS Inspection Department.
- o Participating in team meetings.
- o Engagement in company sponsored events (i.e. Ladder of Hope).

#### **Qualifications:**

- o Prefer two years at a university, community or technical college, with coursework in business, diversity, or social services.
- o Prefer experience with low-income or otherwise disadvantaged groups of people.
- o Knowledge of Housing and Urban Development (HUD) rules, regulations and programs a plus.
- o Bilingual helpful.

***Applications will be accepted until the position is filled. Send cover letter and resume to [hr@ics-gb.org](mailto:hr@ics-gb.org) or to the address below.***

ICS – Human Resources  
2605 S. Oneida St., Suite 106  
Green Bay, WI 54304

All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, genetics, national origin, age, disability or veteran status.