



2605. S. Oneida St., Suite 106, Green Bay, Wisconsin 54304

Landlord Specialist

Job Summary:

This full-time (40 hours per week) position is part of a team which provides customer service to landlords participating in the Housing Choice Voucher rental assistance program through the Brown County Housing Authority. The Landlord Specialist will work collaboratively with internal staff, such as Housing Specialists, Inspectors, and Program Leaders, to answer questions and find solutions for participating landlords. This position will focus their efforts on landlord outreach and retention, working to ensure a positive experience for landlords participating with the Housing Choice Voucher program.

Job Duties include:

- Building and maintaining relationships with local landlords that provide housing opportunities in the private rental market.
- Learning and applying local and national program rules, regulations, policies and updates for the U.S. Department of Housing and Urban Development's (HUD) Housing Choice Voucher Program; educating landlords and community partners about these policies and updates.
- Serving as a point of contact for general questions and concerns from landlords; gathering information and identifying potential solutions.
- Assisting program participants and landlords with mediating and resolving conflicts in coordination with Housing Specialists.
- Conducting outreach efforts and providing education to landlords, landlord groups & associations; holding presentations, preparing and disseminating surveys or reports.
- Proactively seeking out rental opportunities with landlords; connecting program participants searching for a home to rent with landlords who have available rental units.
- Collaborating with internal staff, such as Housing Specialists, Inspectors, the accounting department, and Program Leaders, to identify and implement program/process improvements.
- Assisting landlords and clients by making appropriate referrals to other ICS internal programs or to other external services that might help meet their needs.
- Representing ICS in case appeals, fair hearings, and community meetings.

Qualifications:

- o Prefer two years at a university, community or technical college, with coursework in business, property management, or social services.
- o Prefer experience in conflict resolution or deescalating situations.
- 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 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, or national origin.