



## Housing Specialist 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 [jen@hrstaff.net](mailto:jen@hrstaff.net)***

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.