



Connecting people to homes, hope and opportunity. *Jennifer Westerman, CEO*

POSITION TITLE:	Housing Support Technician
DEPARTMENT:	Rent Assistance
SUPERVISOR:	Rent Assistance Program Manager/Occupancy Supervisor
SALARY:	Grade D, \$21.13 – \$25.23 /Hour
HOURS:	Monday – Friday 8:00-5:00, Flexible
LOCATION:	Longview, WA

POSITION OVERVIEW:

The Housing Support Technician provides a broad range of administrative support and customer service/reception functions contributing to the overall effectiveness of the organization. This position is one of high visibility, often being the first representative that new applicants may engage with in their path towards decent, safe, and affordable housing. This position handles eligibility paperwork and contacts for clients.

JOB DUTY OUTLINE:

1. Rental Assistance Support:
 - a. Direct calls and documents to appropriate staff where applicable.
 - b. Determine the need and respond to routine questions.
 - c. Provide general information about programs.
 - d. Track applicant/participant responses and send follow up communications.
 - e. Assist clients with completing paperwork when requested.
 - f. Schedule appointments with clients needing in-person help.
 - g. Request and track third party verifications by portal, mail, fax, email, and phone.
 - h. Retrieve all voicemail/email messages, route calls where necessary, and make follow-up calls to participants.
 - i. Scan and send/upload documents to third-party systems.
 - j. Access third-party databases for verification reports.
 - k. Liaise with participants’ case managers, property managers, or housing specialists.
 - l. Keep thorough documentation of communication efforts.
 - m. Make copies of participants’ original documents and return originals to the client.
 - n. Read, reference, and maintain familiarity with all program policies and standards of processes.
 - o. Use Industry software to review accuracy of waiting list information and process minor updates where required.
2. Administrative Support:
 - a. Maintain awareness of staff availability and responsibilities.
 - b. Typing, copying, and faxing letters, forms, and documents as needed.
 - c. Create, edit, and proofread letters and forms.



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- d. Maintain contact lists & directories.
 - e. Maintain up-to-date master copies of PHA/HUD/third-party forms.
 - f. Create mailing lists and make special mailings as needed.
 - g. Receive and distribute faxes, mail, and packages to relevant parties.
 - h. Prepare and distribute paperwork and notices as needed.
 - i. Maintain effective tracking systems as needed.
 - j. Maintain program files as needed.
 - k. Provide reports as needed.
3. Assist other staff when necessary.
 4. Other Duties as Assigned.

SKILLS AND ABILITIES:

1. Working understanding of the organization's programs, policies, and terminology.
2. Ability to work effectively and cooperatively with a wide range of people, including clients who may be under significant personal stress.
3. Demonstrable ability to perform basic mathematical calculations.
4. Ability to interpret and apply program information in making work decisions or in providing information to others.
5. Ability to communicate effectively verbally and in writing with agency staff, the public, and other agency personnel in a courteous, compassionate, and tactful manner.
6. Ability to maintain confidentiality.
7. Ability to organize, establish priorities, and independently perform work assignments.
8. Ability to work effectively with frequent interruptions and to balance the multiple demands of walk-in patrons, telephone calls, staff, etc.
9. Ability to communicate verbally and in writing with clients who may have limited written and oral English skills.

QUALIFICATIONS (Education/Experience):

1. Education: High School Diploma or G.E.D.
2. Experience: Preference for two years of administrative support experience with at least one year in a customer service position. College in a related field may be substituted for experience.
3. Experience using Microsoft Office programs, including Word and Excel.
4. Must have proficiency with 10 key calculators, computers, telephone systems, printers, FAX machines and other office equipment.
5. Must pass a background check.
6. Must be eligible to work in the United States.

BENEFITS DESCRIPTION:

HOSWWA offers employees and their eligible family members the option to enroll in medical, dental, vision, and/or supplemental life insurance. Employees are also covered by Basic Life and Accidental Death and Dismemberment and Long-Term Disability insurance.

All HOSWWA employees are members of the Public Employees Retirement System (PERS) administered by the Washington State Department of Retirement Systems (DRS). Employees may also contribute



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funds to Deferred Compensation Program (DCP), a 457(b) supplemental retirement savings plan run by the DRS.

Employees receive 14 paid holidays per year, paid sick leave accrual at a rate of 8 hours per month, and, following 90 days' orientation, paid annual leave starting at 40 hours per year.

Other benefits include an Employee Assistance Program (EAP) and access to student loan forgiveness through Public Service Loan Forgiveness (PSLF).

WORKING ENVIRONMENT:

The position incumbent works in a centrally located office area, which presents frequent interruption from employees and the public.

PHYSICAL: This position requires standing, sitting for long periods, reaching, lifting, pushing, and pulling files.

MENTAL: The ability to work effectively with and for a wide variety of people while maintaining a courteous, friendly, and tactful manner. Work environment can include angry or argumentative clients, as well as frequent interruptions from staff and clients.

EQUAL OPPORTUNITY EMPLOYER:

All qualified applicants are welcome without regard to gender, gender identity or gender expression, sexual orientation, race, ethnicity, or cultural identity, national origin, religion, age, veteran status, genetics, or disability. We encourage minorities, LGBTQ, veterans, and individuals with disabilities to apply.

ORGANIZATION CHARACTERISTICS:

Housing Opportunities of SW Washington is a public organization created under the Housing Authorities Law of the State of Washington. Created in 1976, the Authority's jurisdiction of responsibility includes: Cowlitz, Lewis, Pacific, and Wahkiakum Counties. HOSWWA administers various federal housing programs, locally owned properties, and Section 8 Housing Assistance Payments Programs. It also owns and manages federally funded USDA Rural Rental Multi-Family Housing, and operates several programs designed to expand affordable housing opportunities.



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