

Customer Service Representative

HCV/Non-Exempt



This position is responsible for providing high level customer service to all Harris County Housing Authority incoming calls. This position works in an onsite Customer Service Center and assist in the intake front service area.

This position is also responsible for providing staff support for the Harris County Housing Authority employees.

PRIMARY RESPONSIBILITIES

- Build rapport with customers by greeting them in a courteous, friendly, and professional manner.
- Ability to answer, respond and assist a high volume of inbound calls.
- Ability and knowledge to answer questions pertaining to the Housing Choice Voucher Program (HCVP); VASH Program, Affordable Housing and all other programs related to the Harris County Housing Authority.
- Ability and knowledge to answer questions and direct to the appropriate departments within the Harris County Housing Authority.
- Ensure that customers understand information and direct specific inquiries to Housing Specialists or other departments as appropriate.
- Listen attentively to customer needs and concerns; demonstrate empathy.
- Document calls and inquire resolutions by entering accurate and detailed notes into HCHA's client database.
- Ability to assist and direct customers to help resolve concerns or questions within the first call with the client.
- Manage paperless distribution of documents which includes scanning of all documents pertaining to client files.
- Assist with incoming mail and faxes.
- Assist with file room organization
- Performs all other duties as assigned.

QUALIFICATIONS AND REQUIREMENTS

- High school diploma (some college credit preferred)
- At least one year experience working in an office or professional environment
- Ability to lift files and office supplies weighing 10-20 pounds
- Sufficient experience to understand the procedures and expectations of an office environment
- Willingness to creatively and collaboratively solve issues as they arise
- Flexibility to perform duties outside of your formal job description
- Commitment to help HCHA be the most efficient and compassionate service agency possible
- Desire to do excellent work

WORKING ENVIRONMENT AND PHYSICAL DEMANDS

- The employee's job is intermittently sedentary but requires mobility to climb ladders and lift 10-20 pounds.
- The employee will experience some repetitive motion of the hand/wrist when using a computer.
- The employee must have a normal range of vision, hearing, and speech to complete paperwork, review documentation, and communicate with authority personnel and contacts on the telephone or in person
- Work involves the normal risks or discomforts associated with an office environment.

Harris County Housing Authority is an Equal Opportunity Employer. If you are a person with a disability requiring assistance applying for this position, please contact hr@hchatexas.org. **Complete the application, submit along with a resume and cover letter in pdf format to hr@hchatexas.org.**