

Customer Service Specialist - Property – Athens, GA

Athens Housing Authority seeks a Customer Service Specialist - Property

Position Title: Customer Service Specialist - Property

Position Location: Athens, Georgia

Salary Range: No minimum salary specified – no maximum salary specified

Work Schedule: Full-Time

Status: Regular Position

Wage/Hour: Exempt

Deadline for Submitting Application: Open Until Filled

Qualified candidates should email a cover letter and detailed resume to: Carol Kirchman
ckirchman@athenshousing.org [No phone calls please.]

Position Summary

Under the direct supervision of the Housing Manager, this position provides quality customer service and assistance to residents of the Athens Housing Authority. The work of this position will primarily assist with the administrative functions of the property group. Duties include answering telephone calls, generating and mailing letters and correspondence, creating work orders, maintaining tenant files, posting rent payments, and other administrative support for the Housing Manager and Property Management Specialists. Performance of duties requires the exercise of tact and sound judgment, excellent public relations skills, and thorough knowledge of the AHA lease, Admissions and Continued Occupancy Policies, and HUD regulations.

Major Duties and Responsibilities

The statements contained here reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise balance the workload. The functions listed are also examples of duties that may be required and in no way imply a contractual agreement between the employer and employee or affect the at-will relationship between the parties.

1. Responsible for front-line customer service for the assigned property group including answering phone calls and responding to emails or voicemails.
2. Represents the Authority daily in accordance with established policies and procedures.
3. Ensures the Authority's interests are always protected and communicates any issues to the Housing Manager.
4. Receives and posts resident payments for rent and other charges including delinquent accounts.
5. Creates delinquent payment letters for review by Property Management Specialists.

6. Issues parking permits.
7. Maintains and scans resident files and documents in a secure and accurate manner in accordance with HUD regulations and AHA privacy policies.
8. Registers pets.
9. Prepares correspondence, memos, forms, reports and performs data entry as required.
10. Generates work orders from resident calls/emails/notifications and assigns to maintenance staff as appropriate.
11. Prepare lease and orientation paperwork for Housing Manager or Property Management Specialists for new move-ins.
12. Coordinates and processes mass mailings for the property group.
13. Performs other related duties as required and/or assigned.

The AHA will provide reasonable accommodations provided that the individual is otherwise qualified to safely perform the duties and assignments connected with the job and provided that any accommodations made do not require significant difficulty or expense.

Desirable Knowledge and Abilities

1. Thorough knowledge of office equipment, practices, and procedures; postal rules and regulations; arithmetic and its uses in general office work; and some knowledge of public housing programs.
2. Knowledge of business English, spelling, and etiquette.
3. Knowledge of the practices, procedures, rules and regulations of the department.
4. Ability to establish and maintain effective working relationships with co-workers, residents, and the general public; ability to communicate with people from a broad range of socio-economic backgrounds.
5. Ability to speak in a well-modulated voice and to exercise tact and discretion in dealing with residents, employees and significant outside contacts, often in stressful situations.
6. Ability to screen communications based on content and able to handle situations independently or with little direct supervision.
7. Ability to accurately perform detailed data entry in a timely manner.
8. Ability to compile information based on general instructions.
9. Ability to utilize common office equipment and computer-based software including Windows, Microsoft Office applications, and Yardi software.
10. Ability to work in less-than-ideal conditions, e.g., noise, high traffic areas, etc.

Physical Requirements

The following is a list of physical requirements necessary to perform this job, either with or without an accommodation.

1. Must be physically able to operate a variety of automated office machines which includes a computer, printer, copier, telephone, etc.
2. Must be able to move or carry objects or materials such as files, computer printouts, reports, calculator, pencils, legal pads, etc.

Minimum Education, Training, and/or Experience

1. Graduation from a standard high school or vocational school.
2. At least one (1) year of previous general office experience in a position requiring public contact.
3. Any equivalent combination of education, training and experience that provides the required knowledge and abilities may be considered sufficient.

Special Requirements

1. Possession of a valid State of Georgia driver's license.
2. Must be bondable.
3. Must be able to open office each day and occasionally work at night and on weekends if required.
4. Must be insurable by the Authority's fleet insurance carrier.