Mid – Columbia Housing Authority
POSITION DESCRIPTION

Job Title: Housing Resource Center Specialist
Department: Housing Resource Center
Pay: Starts at $19.20 per hour, 36 hours per week, plus benefits

GENERAL STATEMENT OF WORK:

Provides administrative support, direct service, education and public relations for the Mid-Columbia Housing Resource Center. Assists in client and unit eligibility for the Home Repair Program.

Supervision: The employee receives direct oral and written directions from the Housing Resource Center Manager.

Summary of Essential Job Functions:

- Determines client and unit eligibility for programs, home inspections, direct contact with homeowner, track project timelines and deadlines, answers questions about programs / resources / assistance available, monitor construction of contractors, assist with completing various applications and forms; 50%

- Administrative support including but not limited to; entering client data into databases, maintains records of services provided, makes copies and prepares information packets for homebuyers, follow up contact with clients as needed to track progress, assists in the preparation and submission of various documents and reports, maintains client files and administrative files for the Center; 15%

- Program integration modeling positive, solution-focused approach to problem solving and take the initiative in dealing with issues, especially interpersonal conflicts or misunderstandings, in a positive manner with the goal of resolving the problems quickly. Responsible for scheduling, displaying information, promoting, and assisting in marketing homeownership and housing resource programs; 15%

- Works with clients in solving their housing needs. Counseling includes homeownership, financial and foreclosure prevention: 20%

Competencies and Skills Requirements:

- Ability to understand and deal with problems faced by program participants from a wide range of socioeconomic and cultural backgrounds; ability to handle difficult situations using tact and sound judgment;

- Ability to follow complex oral and written instructions and interpret program requirements in a manner understandable to program participants;

- Ability to plan and organize assignments, travel schedule and establish priorities;
- Knowledge of affordable housing programs and local community organizations and resources;
- Above average written and oral communication skills;
- Ability to collect and analyze data and use web-based data collection systems;
- Proficiency in Microsoft Office programs.
- Ability to speak and understand Spanish highly desired, but not required.
- Ability to travel within the Gorge area is required (valid driver’s license and reliable insured vehicle).
- Ability to lift 30 lbs.

**Education and Experience Qualifications:**
- High School diploma or equivalent required.
- Post-secondary degree (Bachelor’s or Associate’s Degree) and three years of human services related experience; or
- Four years of progressively responsible experience in real estate, real estate finance, business, and accounting;
- Equivalent combination of experience, education and training.

**Disclaimer:**
The above statements are intended to describe the general nature and level of work being performed by people assigned to this classification. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

**EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER**
MCHA is an equal opportunity employer valuing diversity and inclusion as essential elements that create and foster a welcoming workplace. All qualified persons will be considered for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, political affiliation, disability or any other factor unrelated to the essential functions of the job.
POSITION ANNOUNCEMENT

Housing Resource Center Specialist
Salary: $19.20/HR
Working Hours: M-TH 36 Hours

Mid-Columbia Housing Authority (MCHA) seeks a Housing Resource Center Specialist. This is a professional position which involves providing administrative support, direct service, education and public relations for the Mid-Columbia Housing Center. Assists in client and unit eligibility for the Home Repair Program.

Competencies and skills requirements:

Ability to understand and deal with problems faced by program participants from a wide range of socioeconomic and cultural backgrounds; ability to handle difficult situations using tact and sound judgment; ability to follow complex oral and written instructions and interpret program requirements in a manner understandable to program participants; ability to plan and organize assignments, travel schedule and establish priorities; knowledge of affordable housing programs and local community organizations and resources; above average written and oral communication skills; ability to collect and analyze data and use web-based data collection systems; proficiency in Microsoft Office programs; ability to speak and understand Spanish highly desired, but not required; ability to travel within the Gorge area is required (valid driver’s license and reliable insured vehicle); ability to lift 30 lbs.

Experience / Qualifications:
- High School diploma or equivalent required.
- Post-secondary degree (Bachelor’s or Associate’s Degree) and three years of human services related experience; or
- Four years of progressively responsible experience in real estate, real estate finance, business, and accounting;
- Equivalent combination of experience, education and training.

A more detailed job description is listed on MCHA’s website (www.mid-columbiahousingauthority.org). Interested candidates should e-mail cover letter and resume that demonstrate minimum qualifications to info@mid-columbiahousingauthority.org with “Housing Resource Center Specialist” as subject line prior to initial application deadline of 7/31/2020.

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