

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.

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 resolve a high volume of inbound calls.
- Ability and knowledge to answer questions pertaining to the Housing Choice Voucher Program (HCVP); VASH Program, SRO Program and any other programs related to the Harris County Housing Authority.
- Ability and knowledge to answer questions pertaining to the Finance Department, Development Department, and any other department within the Harris County Housing Authority.
- Ensure that customers understand information and direct specific inquiries to case managers 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 resolve issues and/or concerns within the first call with the client.
- Manage paperless distribution of documents which includes scanning of all documents pertaining to client files.
- Performs related duties.
- Assist other departments as needed.

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.

POSITION SALARY RANGE

- \$26,000 - \$34,000 annually

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.