

 HOUSTON HOUSING AUTHORITY POSITION DESCRIPTION		
Position Title:	Customer Service Representative (CSR)	
Department:	Housing Choice Voucher Program	
Supervisor:	Customer Service Operations Manager	
<input type="checkbox"/> Exempt	<input checked="" type="checkbox"/> Non-Exempt	<input checked="" type="checkbox"/> New Position
		<input checked="" type="checkbox"/> Revision (see below)
Change of title	Previous Revision Date: 11/1/22	Other (Please Specify) _____
Revised qualifications	Revised duties	_____
Expanded qualifications	Expanded duties	_____
Effective Date:	11/02/22	
Approved:	_____	
	Director of Community Affairs & Customer Service	
Approved:	_____	
	Director of Human Resources	

GENERAL SUMMARY

The Customer Service Representative ("CSR") is responsible for answering questions, solving problems, and providing program information to clients who visit the lobby or call the call center. The CSR will also assist clients in navigating the self-service kiosk. The employee will provide general office support, including but not limited to various clerical tasks.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- Greet incoming visitors and/or callers in a professional, friendly, hospitable manner, determines the nature of their business, and direct them to appropriate staff.
- Provide a high level of customer service by speaking with clients professionally and courteously.
- Promptly respond to all inquiries regarding program information, Houston Housing Authority procedures, waiting list information, Houston Housing Authority events, other services, etc.
- Document all interactions and inquiry resolutions by entering accurate and detailed notes into the electronic system of record.
- Communicate with other Houston Housing Authority employees via email to follow up on client requests or to relay any issues outside of the scope answerable by the Customer Service Representative position.
- Exhaust all avenues to resolve client concerns and inquiries upon the first contact with the client.
- Monitor self-service kiosks and assist visitors in navigating the technology.
- Performs various clerical and administrative duties pertaining to the housing authority operations including, but not limited to: general file room work, typing, filing, computer data entry, and the operation of general office equipment.
- Compiles, inspects, logs, and distributes all incoming and outgoing correspondence as assigned. Makes copies of material as directed.

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- Make outgoing calls when needed to Houston Housing Authority participants and landlords.
- Maintain client confidentiality.
- Perform other related duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of Houston Housing Authority's organizational functions and general operating policies and procedures.
- Knowledge of Customer Service Representative practices and procedures, business English, spelling, and punctuation.
- Knowledge and ability to learn HUD and Houston Housing Authority policies, procedures, and practices.
- Ability to efficiently and correctly operate standard business machines, understand and follow oral and written instructions, perform routine duties without close supervision, deal effectively with the public, establish and maintain an effective working relationship with other employees and observe Houston Housing Authority protocol.
- Skilled with Windows computers or compatible using Microsoft Office Products (Word and Excel).
- Ability to:
 - Communicate clearly and concisely, orally and in writing.
 - Type accurately, 35 words per minute typing speed.
 - Understand and follow moderately complex written and oral instructions.
 - Communicate and relate to persons of diverse backgrounds and abilities.
 - Establish and maintain effective working relationships with other employees and residents.
 - Adapt quickly to change.
 - Use sound judgment.
 - Tolerate some degree of stress.
 - Work well in a team setting.
 - Ability to coordinate several concurrent tasks simultaneously.
 - Possess a strong work ethic.
 - Pay attention to detail.

COMPLEXITY / SCOPE OF WORK

- The employee's work primarily affects the customer service that the Houston Housing Authority can provide its clients and the efficiency of the Houston Housing Authority's administration.
- The employee performs a variety of related tasks, which are primarily routine and repetitive. Other tasks related to dealing with people are challenging to perform because they require tact, sensitivity, comprehension, and compassion.
- Non-routine situations or conflicts are usually referred to the Supervisor for resolution.
- Priorities and time frames are usually established by the employee but may be overridden by the Supervisor.
- The Supervisor monitors the employee's work for thoroughness, neatness, and compliance with procedures and guidelines.

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- The employee's work primarily affects residents, visitors, and others seeking information or assistance with the effectiveness of the Houston Housing Authority Housing Choice Voucher Program.
- An excellent job performance greatly enhances Houston Housing Authority's ability to provide housing and assistance to Houston Housing Authority residents.
- The employee may occasionally be required to use independent judgment in making decisions.

GUIDELINES

- The employee follows Houston Housing Authority's policies and procedures, HUD regulations, legal resources, and federal and state laws and regulations in accomplishing assignments.
- Methods for accomplishing routine work are at the employee's discretion and subject to existing practices and procedures.
- The employee's work primarily affects the customer service that the Houston Housing Authority can provide its clients and the efficiency of the Houston Housing Authority's administration.
- When unusual situations arise, the employee may request guidance from the Supervisor.
- The Customer Service Representative receives work assignments from the Supervisor
- Priorities and time frames are usually established by the Supervisor, who monitors the employee's work for thoroughness, neatness, and compliance with procedures and guidelines.
- Employees complete work with minimum supervision.

SUPERVISORY CONTROLS

- The employee receives work assignments from Supervisor.
- Priorities and time frames are usually established by the Call Center Manager, who monitors the employee's work for thoroughness, effectiveness, and compliance with procedures and guidelines.
- Employees complete work with minimum supervision.
- The employee has no supervisory responsibilities.

PERSONAL CONTACTS

- The employee has contact with Houston Housing Authority employees at all levels and with various categories of persons, including; the general public and residents.
- Most contacts are structured in nature; occasionally contacts may be uncooperative or antagonistic, and the employee may be required to use above-average tact, courtesy, and de-escalation techniques during such times. Failure to respond courteously and positively could adversely affect the public's opinion of the Houston Housing Authority.
- The purpose of such contact is to provide information or assistance, obtain information needed by Houston Housing Authority, make appointments, arrange schedules, resolve complaints and facilitate communications.
- The employee may come into the possession of confidential information either with Housing Choice Voucher participants or employees. A high level of discretion must be maintained at all times.

PHYSICAL DEMANDS / WORK ENVIRONMENT

- Work is principally sedentary but may involve some physical exertion, such as kneeling or crouching to obtain files and eyestrain from working with computers and other office equipment.
- Some degree of stress results from continued contact with employees, residents, and the public.
- Work involves the usual risks and discomfort associated with an office environment but is usually in an adequately cooled, heated, lighted, and ventilated area.

MINIMUM QUALIFICATIONS

- High school graduate or GED required.
- Two (2) years of related lobby and bookkeeping work experience in an administrative office environment. Two (2) years of experience equals one (1) year of business school.
- Working in a self-service kiosk environment is highly recommended.
- Computer skills must, be proficient in Microsoft Office products.
- Type 35 words per minute (wpm).
- Use a 10-key calculator and computer data input.
- Possession of strong organizational skills.
- Excellent personal & phone etiquette.
- Professional appearance.
- Must be able to maintain confidentiality.
- Able to multitask.
- Punctual.
- Attention to detail and self-starter.

DISCLAIMER

The above statements are intended to describe the general nature and level of work performed by people assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.

