

**Position Description**

<b>Position Title:</b>	Senior Client Services Specialist	<b>Department:</b>	Housing, Federal Programs
<b>Reports to:</b>	Housing Programs Supervisor	<b>Employment Status:</b>	Full-Time
<b>FLSA Status:</b>	Non-Exempt	<b>Date Created:</b>	May 24, 2023
<b>Representation Status:</b>	Represented	<b>Date Revised:</b>	

**Summary**

The Senior Client Services Specialist position is an advanced journey-level class that independently performs a variety of complex, highly responsible, and specialized functions associated with the administration of rental assistance programs. The work has exceedingly technical and programmatic aspects, requiring the interpretation and application of regulations, policies, and procedures and involves frequent contact with Agency staff and the public, as well as performing various research functions.

The Senior Client Services Specialist works independently and consults with the Supervisor for complex cases. Employees perform the more complex and highly technical, work requiring the ability to multi-task while performing work more autonomously in the Housing Authority’s assisted housing programs. The Senior Client Services Specialists are expected to assist in providing technical assistance to less experienced staff on the Client Services team, serve as the first point of contact for Client Service Specialist needing assistance with resolution before it is elevated to the Supervisor, have in-depth knowledge of all housing programs, and coordinate a variety of projects of a complex nature. The Senior Client Service Specialists may be asked to provide support to the Owner Services Team, when needed and feasible.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority’s (“SCCHA”) mission, strategic goals, and objectives.

**Essential Duties and Responsibilities**

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Serves as the initial point of contact for the general public via telephone and/or in person by providing professional and positive customer service that is sensitive to the needs of the individual; conducts efficient initial screening to determine the nature of their business and how best to deliver an appropriate response or coordination of services; provide information or referrals to the public and clients on housing assistance programs, online portal assistance, and other activities.
- Fosters respect and empathy through customer support and interaction; utilizes de-escalation techniques and provides effective responses to the general public seeking assistance or guidance; consults, refers and/or informs supervisor of sensitive cases and seeks supervisory guidance on complex issues for resolution or escalates matters appropriately.
- Interviews and assists applicants to complete applications for housing assistance; responds to applicant questions; explains and assists applicants with securing necessary verification and documentation of eligibility factors; contacts external sources for substantiation and/or clarification.
- Logs, tracks, maintains and updates detailed and accurate records for the Section 8 Voucher program and other housing assistance programs as necessary; maintains accurate client, and owner or property management records.
- Performs collaborative troubleshooting for a wide variety of routine to complex technical duties to support departmental operations with a focus to provide the highest level of service delivery.

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- Prepares and conducts comprehensive reviews of client files to ensure eligibility determinations, rental assistance calculations, case management activities, and documentation are accurate, complete, and in accordance with Agency policies and procedures and applicable funding source rules and regulations.
- Conduct certifications and re-certifications, tenant's eligibility determination to move; determines reasonable rents; negotiates rents; prepares and executes Housing Assistance Payment (HAP) contracts, processes contract rent adjustments; performs Section 8 program briefing, and a variety of research in the handling of caseloads; updates portability billing and reconciliation, researches files and case history documents, including calculating appropriate rents. Support staff, representatives of governmental agencies or the public of alleged program fraud or abuse as needed for investigation and administrative hearings.
- Maintains continuing interactions with other Agency departments and outside public agencies; responds to inquiries from owners, agents or tenants concerning their housing issues; notifies appropriate parties of their related rights and responsibilities; assists with mediation of issues.
- Develops and maintains accurate and detailed records, including data entry and retrieval, verifies accuracy of information, researches discrepancies, and records information.
- Orients other staff to the processes and procedures of the tasks performed in their classification, provide technical assistance to support staff in their understanding and application of program policies and procedures, local and federal laws and regulations, and the use of software systems and applications.
- Interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position.
- Evaluates, recommends, and develops improvements in operations, procedures, policies, or methods.
- Effectively represents the Department and the Agency in meetings with governmental agencies, community groups and outreach events, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.
- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

## QUALIFICATIONS

### Education and/or Experience

*Any equivalent combination of education and/or experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:*

An Associate degree with coursework in liberal arts, humanities, social work, business, or public administration or related field, and five (5) years of responsible experience in caseload management with an assisted housing or other social services programs and customer service, with a minimum of one (1) year of lead experience providing training and technical assistance. A Bachelor's Degree is preferred.

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### Core Competencies

*This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:*

*Advancing Inclusivity and Leveraging Diversity:* Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

*Commitment:* Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

*Customer/Client Service:* Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers. Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal and external customers and clients.

*Effective Communication:* Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

*Initiative:* Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

*Integrity:* Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

*Job Knowledge and Skill:* Exhibits requisite knowledge, skills, and abilities along with math, financial and statistical computations and principles, conducting investigation principles, practices, and techniques, conflict resolution and mediation skills, and interviewing and negotiations techniques to perform the position effectively by independently performing complex and specialized duties in the administration of rental assistance programs in the Housing Department, Federal Programs Division. Applies skills to provide customer service and uses appropriate judgment & decision making in accordance with level of responsibility; and researches and reports on various topics using a broad range of methods, techniques, and procedures.

*Responsiveness and Accountability:* Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

*Teamwork:* Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

*Technical Skills:* Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook). Must have the ability to learn computer software programs as required by assigned tasks.

