



Position Description

Position Title:	Customer Service Specialist	Department:	Asset Management
Reports to:	VP of Asset Management	Approved By:	
FLSA Status:	Non-Exempt	Approved Date:	

Summary

The primary purpose of this position is to provide clerical support to the Authority by performing a variety of customer service duties. The incumbent monitors communication between customers, clients, residents, vendors, the public, and the Authority, particularly in the front desk and reception area of the Authority’s main office.

All activities must support the Fort Wayne Housing Authority (“FWHA” or “Authority”) 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.

- Monitors the front desk and reception area of the Authority’s main office, ensuring customer satisfaction is met in a courteous and timely manner.
- Greets incoming visitors, applicants for housing assistance, and clients, and directs them to the appropriate Authority staff or office for assistance; takes documentation from walk-ins; maintains log of incoming visitors.
- Takes incoming calls, answers inquiries or refers calls to other appropriate Authority personnel and maintains log of clients needing assistance.

Maintains daily mail log and distributes to the appropriate Authority personnel.

- Types office correspondence such as letters, forms, reports, contracts, and other materials; duplicates, collates, and prepares Authority correspondence for distribution.
- Ensures assigned work is completed accurately and in a timely manner; responds to requests promptly and courteously; and identifies administrative needs of the front desk to develop appropriate solutions and/or recommendations.
- Tracks, follows-up, and resolves client issues as needed.
- Assists applicants with the process of housing assistance applications.
- Collects and assists program participants with completing forms and making changes to their case file; files any forms and correspondence; makes case notes in Yardi.
- Assists with the online application approval process for the on-line waiting list application.
- Assists Intake with application and verification process for lease up.
- Assists all FWHA departments as requested, with duties including but not limited to: preparing forms, letters, and reports; communicating pertinent information; and providing administrative assistance.
- Dedicated to work directly with a diverse population.



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- Ability to cultivate and develop inclusive and equitable working relationships with employees, clients and community members.
- Supports and enhances a sense of belonging with employee, client and community member interactions.
- Work towards equity and our agency's commitment to diversity, equity, inclusion and belonging.
- Promote FWHA brand awareness by adhering to FWHA brand standards and ensure that any communication regarding the public value of affordable housing programs offered by FWHA also addresses the many other public values served (fair housing, economic development, welfare-to-work, etc.)
- Performs other duties as assigned.

Behavioral Competencies

This position requires the incumbent to exhibit the following behavioral skills:

Job Knowledge: Exhibits requisite knowledge, skills, and abilities to perform the position effectively. Demonstrates knowledge of policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to the assigned organizational entity of the Authority; uses appropriate judgment & decision making in accordance with level of responsibility.

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.

Commitment: Meets appropriate standards of performance; works hard/smart to achieve goals; strives for results and success; works with a sense of urgency and follows tasks through to completion; and persists despite obstacles and opposition.

Professional Behavior: Exhibits positive, polite, courteous, honest, and conscientious behavior with all internal/external clients. Accepts responsibility for actions and adjusts behavior as appropriate.

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

Reliability & Judgment: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Performs work in a reliable manner that is both accurate and timely.

Teamwork: Balances team and individual responsibilities; can be objective and open to others' views; gives and receives appropriate feedback; contributes to building a positive team spirit; actively contributes to team success.



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Education and/or Experience

High School Diploma or GED equivalent and minimum of 1 year experience in providing clerical assistance and customer service. An equivalent combination of education and experience may be considered. Must possess a valid Indiana driver's license and be insurable under the Authority's plan.

Technical Skills

To perform this job successfully, the employee should have strong computer skills (MS Word, Excel, and Outlook). Must have the ability to learn other computer software programs as required by assigned tasks.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

To perform this job successfully, the employee is frequently required to remain in a stationary position. Daily movements include sitting; standing; operating computers and other office equipment; moving about the office; and attending onsite and offsite meetings. The employee must be able to communicate via email and verbally via telephone. The employee must occasionally transport up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Office environment. The noise level in the work environment is usually moderate.

Read and Acknowledged

Disclaimer: *This job description is not intended to be all-inclusive; an employee will also perform other reasonably related job responsibilities as assigned by immediate supervisor and other management as required. FWHA reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Management reserves the right to change job descriptions, job duties, functions, and requirements.*

Employee Signature

Date



Position Description

Employee Name [printed]

Supervisor Signature

Date

Supervisor Name [printed]