



Position Description

Position Title:	Customer Service Coordinator	Department:	Housing Operations
Reports to:	Occupancy Manager	Approved By:	
FLSA Status:	Non-Exempt	Approved Date:	

Summary

The primary purpose of this position is to support the Authority by performing various customer service duties. The incumbent serves as the main point of contact for participants, landlords, applicants, and the public. They answer questions, refer, and provide information in person, via email, and over the phone, listening respectfully and communicating effectively to help resolve issues. This position also involves a range of administrative and clerical tasks in support of the Assisted Housing Programs Department.

All activities must align with the Fort Wayne Housing Authority's ("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.

- Provides customer service in compliance with local, state and federal regulations and aligned with FWHA's policies and practices to participants, applicants, incoming visitors, residents, property owners, and their agents; answers incoming calls and responds to messages; responds to inquiries regarding program information, assists with the completion of all documentation necessary for housing assistance and admissions process, and application status.
- Monitors the front desk and reception area of the Authority's main office, ensuring customer satisfaction is met in a courteous and timely manner.
- Handle tense situations calmly, while meeting the needs of those being served.
- Takes incoming calls, answers inquiries, or refers calls to other appropriate Authority personnel, and maintains a log of clients needing assistance.
- Tracks, follows up, and resolves client issues as needed.
- 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.



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- Ensures assigned work is completed accurately and promptly; responds to requests promptly and courteously; and identifies administrative needs of the front desk to develop appropriate solutions and/or recommendations.
- Maintains transfer waiting list for Public Housing. Extends transfer per policy and procedure.
- Schedules and manages hearings for Public Housing and HCVP
- Collects and assists program participants with completing forms in person and online, makes changes to their case file, files any forms and correspondence; and makes case notes in Yardi.
- Assists with the online application approval process for the online waiting list application.
- Email or mail notice of cancellation or denials to applicants, housed clients, and landlords; process cancellations and withdrawals in the computer system.
- Assists Intake Coordinator with the application and verification process for lease-up as necessary. Assist with offers to applicants on available housing, collect deposits, and schedule viewing appointments. Assist the FWHA Public Housing Site Managers by printing ledgers, criminal and credit reports, and conducting onsite activities as required. Dedicated to working directly with a diverse population.
- 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.



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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 a fair share of work.

Reliability & Judgment: Employee demonstrates sound reasoning and critical thinking by making decisions in line with established Agency expectations. Perform 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.

Education and/or Experience

- High School Diploma or GED equivalent and a minimum of 5 years of experience in providing clerical assistance and customer service.
- An equivalent combination of education and experience may be considered.
- Associate's degree from an accredited college or university in Business Administration or a related field is a preferred requirement.
- Valid state issued driver's license is required, and the incumbent must 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).
- YARDI experience is desirable.
- Must have the ability to learn other computer software programs as required by assigned tasks.
- Demonstrable communication, active listening and customer service skills are required.



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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 in 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 the 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. Leadership reserves the right to change job descriptions, job duties, functions, and requirements.*

Employee Signature

Date

Employee Name [printed]

Supervisor Signature

Date



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Supervisor Name [printed]