

CHARLESTON COUNTY HOUSING & REDEVELOPMENT AUTHORITY

is seeking a highly motivated and customer service oriented applicants for the position of:

Case Intake Specialist – Public Housing & Housing Choice Vouch Program

Under the general supervision of the Deputy Director, the Case Intake Specialist is responsible for processing applicants for housing in the Public Housing and Housing Choice Voucher Programs and in performing a variety of administrative tasks related to the admission and continued occupancy of residents. This position could serve as first point of contact for the Agency.

Welcomes on-site visitors, determines nature of business, and announces visitors to appropriate personnel. Answers multi-line telephone in a courteous manner and takes messages, transfers calls to appropriate staff; provides information and schedules appointments as required. Assists with maintaining the waiting list and assembling Request for Tenancy Approval, Landlord Authorizations and orientation packets as needed. Interviews applicants on a scheduled basis and explains program and eligibility requirements. Addresses applicant concerns regarding program, application processing, waiting list placement, and explains decisions if application denied. Works with outside agencies to obtain required information and accurately completes appropriate forms. Receives and posts checks, money orders, and cash on a daily basis as payment from residents for rent and other services along with other various daily tenant transactions. Processes and maintains resident vacated accounts. Tracks delinquent accounts to determine charge offs, posts and collects payments, turnover and vacancy reports. Prepares outgoing mail and ensures professional appearance in accordance with Agency standards by proofreading, printing, assembling, and mailing as required. Effectively uses word processing and other applicable software and hardware to accurately type, format, revise material such as correspondence, reports, statistical tables, and forms from rough draft, corrected copy, or previous version displayed on screen.

Preferred Knowledge and Experience

Experience in working with a diverse clientele, having basic knowledge of Public Housing and Housing Choice Voucher Programs and effective conflict resolution are highly preferred. The ideal candidate must perform with the highest degree of confidentiality, have proven organizational skills and detail orientated. MS Professional Office Suite, Windows, and strong internet/computer experience.

Education and Experience

Associate's degree in Public Administration, or closely related field from an accredited college or university desired. Two (2) years of property & asset management experience, or an equivalent combination of education, training, and experience.

Salary

\$11.63 - \$14.30 per hour

Benefits

SC Public Employee Benefits Authority Program

A completed CCHRA employment application is required for consideration. Resumes will be accepted only with a completed CCHRA application and will not be accepted as a substitute for an application. Applicants must possess a valid S.C. driver's license and be skilled and knowledgeable with personal computer equipment and Microsoft Office applications. The job vacancy announcement is not a contract. All positions will remain open until closed or filled. The status of a position may be changed at any time. Job applications are available at CCHRA.net, or apply in-person Monday thru Friday, 8:30 a.m. - 4:30 p.m. or Wednesday at 8:30 a.m. until Noon. Return completed application(s), **with job title in subject line**, in pdf format to hrapps@cchra.net or bring or mail to.

Human Resources Officer
Charleston County Housing and Redevelopment Authority
2106 Mt. Pleasant Street
Charleston, South Carolina 29403

HRApps@cchra.net

(This email address is for applications to available job positions only)

Due to the large volume of applications normally received, only those candidates chosen for an interview will be notified of position disposition. *Please do not call or email for status.* For further details, please visit CCHRA.net.

CCHRA is an Equal Opportunity Employer and Drug Free Workplace
CCHRA participates in E-Verify