



Vermont State Housing Authority

One Prospect Street • Montpelier, Vermont 05602 • (802) 828-3295 • contact@vsha.org

NOTICE OF OPEN POSITION

Intake/Client Services Specialist

October 2021

About VSHA: Since 1968, the Vermont State Housing Authority has been working to improve and expand access to affordable housing throughout the state. VSHA strategically partners and collaborates with rental property owners, nonprofit organizations, agencies, and municipalities to implement innovative programs that promote housing access and stability for our community members with income-based and other housing assistance needs.

Position: VSHA currently has two Intake/Client Services Specialist positions available in the Housing Program for highly organized individuals who find satisfaction in doing meaningful work, meeting challenges, providing excellent service, and working in a team environment.

Intake/Client Services Specialists have a direct service and administrative role in facilitating access to affordable housing for Vermonters, assisting applicants with the application process, determining eligibility for rental assistance, and coordinating and performing administrative tasks as required to support clients in securing and maintaining housing.

Qualifications and Requirements:

- Associate's degree with related coursework and two years of administrative/technical work experience (additional, relevant experience will be considered, in lieu of an associate's degree);
- Excellent communication skills, with the ability to respectfully and effectively communicate complex information to a diverse population;
- Positive regard for people accessing housing assistance;
- Strong customer service orientation;
- Proficiency in maintaining organized systems;
- Ability to manage multiple tasks;
- Understanding of and commitment to maintaining client confidentiality; and
- Ability to exercise sound judgement and to maintain a calm demeanor in challenging situations.

Compensation and Schedule: These positions are full-time (40 hours/week) and benefits-eligible with a competitive hourly pay rate. Core business hours are 7:45 am – 4:30 pm, Monday – Friday. Some remote work flexibility may be available after initial training.

To Apply: Please email your cover letter and resume to careers@vsha.org or mail via USPS to Vermont State Housing Authority, Human Resources, 1 Prospect St., Montpelier VT 05602.

Vermont State Housing Authority is an equal opportunity employer. VSHA does not discriminate on the basis of race, color, religion, national origin, sex, pregnancy, age, disability, sexual orientation, gender identity, genetic information, HIV-positive status, ancestry, place of birth, citizenship status, veteran/military status, crime victim status, or any other characteristic protected by federal, state, or local laws. This policy applies to all of VSHA's terms and conditions of employment.