



# Vermont State Housing Authority

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## NOTICE OF OPEN POSITION

### Intake/Client Services Specialist

April 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 an opportunity available for a highly organized, service-oriented individual to join the Intake Services team as an Intake/Client Services Specialist in a limited service (12-18 month) position.

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:** This is a full-time (40 hours/week), benefits-eligible position offering an hourly pay rate of \$18.11.

The expected duration of this position is 12-18 months, subject to funding. Work is performed onsite and/or remotely during core business hours of 7:45 am – 4:30 pm, Monday – Friday.

**To Apply:** Please email your application materials (resume, cover letter, and application) to [careers@vsha.org](mailto:careers@vsha.org) or mail via USPS to Vermont State Housing Authority, Human Resources, 1 Prospect St., Montpelier VT 05602. The employment application can be downloaded from our website at [vsha.org](http://vsha.org).

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*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.*