



# Vermont State Housing Authority

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

## NOTICE OF OPEN POSITION

### Program Assistant (VERAP)

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:** The Vermont Emergency Rental Assistance Program (VERAP) was recently created to help renters experiencing financial challenges related to the COVID-19 pandemic maintain their housing by offering rental and utility assistance. Full-time and part-time, limited-service Program Assistant positions are currently available to provide administrative support to ensure the successful operation and administration of this important program. Program Assistant responsibilities include working with applicants and program recipients, processing applications and determining eligibility for assistance, and preparing files, reports, and performing other administrative duties.

**Qualifications and Requirements:** Included among the qualifications and requirements for success in the Program Assistant role are:

- 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.
- Problem-solving skills, and ability to optimize available resources.
- Proficiency in creating and maintaining organized systems.
- Technical and computer skills to efficiently utilize required software and systems.
- Ability to manage multiple tasks.
- Understanding of and commitment to maintaining client confidentiality.
- Ability to exercise sound judgement and to maintain a calm demeanor in challenging situations.

**Compensation and Schedule:** Full-time and part-time positions are available, offering an hourly pay rate of \$18.11. The expected duration of these positions 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.*