



Vermont State Housing Authority

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

NOTICE OF OPEN POSITION

Multi-Family Housing Site Specialist

September 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: With both direct service and administrative responsibilities, the Site Specialist position with VSHA is ideal for people who have good customer service skills, excel at detail-driven administrative work, and have an interest in community service. Site Specialists work as members of the Multi-Family Housing team, supporting prospective and current tenants of affordable housing properties in obtaining and maintaining rental assistance, and performing administrative tasks as required for timely billing, program compliance, support to the property management functions.

Qualifications and Requirements: Among the qualifications required for success in the Site Specialist role are:

- Associate 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;
- Excellent organizational skills and proficiency in maintaining organized systems;
- Ability to manage multiple tasks;
- Math skills as required to independently perform complex calculations with consistently accurate results;
- 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 with an hourly pay rate of \$18.11. Core business hours are 7:45 am – 4:30 pm, Monday – Friday. The generous benefits offered by VSHA include health insurance with an integrated HRA; dental insurance; retirement plan; EAP; and ample paid time off.

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.