

Vermont State Housing Authority

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

NOTICE OF OPEN POSITION

SR PROGRAM SPECIALIST **Limited Service through 12/31/2025**

January 28, 2025

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: This position is the primary point of contact for complex inquiries regarding VSHA's program(s), providing expert guidance on eligibility, applications, and funding decisions. They resolve issues, train/mentor other staff, and build relationships. This position is eligible for telework.

ESSENTIAL FUNCTIONS include

1. Reviews applications to ensure completeness and adheres to program guidelines. Applies eligibility criteria when evaluating completed applications and determines final eligibility of applicants.
2. Troubleshoots and resolves escalated customer issues and complaints, offering creative solutions and timely resolution while navigating program guidelines effectively. Escalates more complex problems or unresolved issues to the next level of support.
3. Trains and mentors program specialists sharing in-depth knowledge of programs and best practices.
4. Identifies trends in customer inquiries and suggests improvements to streamline processes, enhance customer experience, and proactively address common issues.
5. Evaluates program performance metrics and outcomes to assess effectiveness and identify areas for improvement.

6. Builds strong relationships with park owners, homeowners, and internal stakeholders to facilitate smooth application processes and program success.
7. Supports supervisor with creating required reports.
8. Delivers exceptional customer support through phone, online chat, and email inquiries about program eligibility, application processes, and funding guidelines.
9. Guides applicants through the application process and assists in gathering required documentation.
10. Collaborates with internal teams for timely processing and resolution of applications.
11. Keeps records of customer interactions, process customer accounts, and file documents.
12. Follows communication procedures, guidelines, and policies.
13. Contributes to the development or revision of program policies and procedures to ensure compliance and effectiveness.
14. Prepares and maintains confidential applicant and program participant files. Generates, reviews, and certifies reports, including waiting lists. Documents information in the agency's computerized system and case records.
15. Develops and maintains effective working relationships with private and public agencies, statewide community-based organizations, and other VSHA staff to meet the needs of applicants and program participants.
16. Performs related work as required or assigned.

REQUIREMENTS

Education/Experience:

- High school diploma or equivalent; Associate's degree with coursework in administrative /technical and offices practices preferred.
- Minimum of 2-3 years of experience in customer service, preferably in a program support or community development role.

Skills & Abilities

- Demonstrated expertise in program including eligibility criteria, application processes, and funding guidelines.
- Exceptional communication and problem-solving skills.
- Ability to train and mentor others.

- Strong analytical skills and an eye for process improvement.
- Proficiency in Windows, Word, Excel, and CRM systems (if applicable).
- Must possess an excellent telephone manner and ability to handle a variety of callers; ability to present a professional image at all times.
- Must be able to effectively communicate verbally and in writing
- Proficiency in Windows, Word, Excel.
- Ability to learn, adapt and apply extensive, complex rules, regulations, and functions related to VSHA, Federal- and State-funded rental assistance programs.
- Must possess strong organizational skills and ability to plan and organize a complex workload; quickly identify priorities
- Ability to maintain confidentiality and exercise good judgment.
- Ability to maintain grace under pressure and in stressful and emotional situations.
- Ability to establish and maintain effective working relationships with supervisors, co-workers, program participants, other agencies, and the general public; and work closely and cooperatively with staff to insure the smooth administration of programs.
- Ability to collect pertinent and detailed data from a wide variety of sources maintaining detailed, thorough, and accurate files; ability to perform accurate arithmetic computations; knowledge of routine office procedures, English grammar, usage, and spelling.

Status: Open to internal and external applicants. This position is covered by a Collective Bargaining Agreement.

- Pay Grade 7
- FLSA: Non-exempt
- Salary: \$23.16/hour

To Apply: Please submit your application materials (resume, cover letter, and application) to careers@vsha.org or Vermont State Housing Authority, Human Resources, 1 Prospect St., Montpelier VT 05602. The employment application can be downloaded from our website at vsha.org.

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.