

**POSITION TITLE:** Community Housing Specialist

**DEPARTMENT:** Leased Housing

**STATUS:** Non-Exempt

**SALARY:** \$50,000 - \$60,000 annually, dependent upon experience

**ABOUT THE WHA:**

At the Worcester Housing Authority (WHA), our mission is to enhance the Worcester community by creating and sustaining decent, safe, and affordable housing that champions stability and self-sufficiency for our residents. As the second largest housing authority in New England, widely recognized for our innovative and progressive programs, we're not just providing housing – we're building futures. We're looking for candidates who are mission-focused, goal-driven, and passionate.

The WHA is committed to developing and supporting a diverse, equitable, and inclusive community both inside and outside of the workplace. Representation is important; our clients come from all walks of life and, not unintentionally, so do our staff. We hire great people from a wide variety of backgrounds, not just because it's the right thing to do, but because it makes our agency stronger.

**ABOUT THE POSITION:**

The Worcester Housing Authority (WHA) seeks a Community Housing Specialist (CHS). The CHS will educate landlords on participating in the Housing Choice Voucher Program and recruit them into the program; assist participant families in timely securing affordable apartments; work with local officials and developers to advocate for more affordable units; and perform rental market analysis as needed. The ideal candidate will be energetic, outgoing, and familiar with the Worcester community. This person should have excellent networking, sales, and negotiation skills, and the ability to work comfortably and respectfully with a diverse population (bilingual candidates, particularly Spanish/English are strongly preferred). Normal business hours are Monday through Friday, 8:00 a.m. – 4:30 p.m. and this is an onsite (not remote) position with an office located in Worcester, MA. The position may require occasional work outside of these hours to host and attend events/meetings in the evenings or weekends.

**ESSENTIAL FUNCTIONS:**

1. Assist participant families in securing affordable housing within the allotted voucher search time, including identifying available units, negotiating leases, and providing resources that will help participants be successful in their searches.
2. Plan and host landlord education and recruitment events; meet with landlords to discuss benefits of the program and maintain good, working relationships with them.
3. Develop and distribute informational flyers and materials for both landlords and participants; work with the WHA IT and marketing team to disseminate information online and on social media.
4. Act as the primary contact for the WHA in terms of identifying available stock of affordable apartments in private market, collecting that data, and creating resources for participants seeking affordable units.
5. Attend monthly Worcester Property Owners Association meetings, HUD Landlord Task Force Events, HCV Landlord Symposiums, and other,

related, local networking group, association, and city meetings as a representative of the WHA.

6. Prepare rent reasonableness valuations using GoSection8.com's software.
7. Track and report data on landlord recruitment activities and success; participant lease-up success, failure, and timing, and other factors; analyze the data and provide feedback and suggestions to enhance success.
8. Assist the VP and AVP of Leased Housing with other projects and tasks, as assigned, that help to achieve the mission of the department and the agency.

**OTHER REPOSIBILITIES:**

1. Performs similar job-related duties, as assigned.

**EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

1. Bachelor's Degree preferred. Equivalent experience in related fields considered.
2. Familiarity with the Worcester County rental market.
3. Experience in sales and/or real estate in Worcester County, Massachusetts.
4. Outgoing personality; ability to interact with people of different social, economic, and ethnic backgrounds cooperatively and respectfully.
5. Exceptional networking skills; able to establish cooperative, positive working relationships in the community and internally at the WHA.
6. Ability to collect, analyze, and interpret data; stay on top of local information and trends, and recommend creative and effective solutions.
7. Strong interpersonal communication skills - verbal, written, and public speaking.
8. Persuasiveness; experience in marketing, sales, and negotiations is helpful.
9. Proficient computer skills, specifically with Microsoft Office (particularly with Word, Excel, Power Point, and Outlook), internet navigation, Zoom, and social media.
10. Ability to be relied upon to be available for work.

**PHYSICAL REQUIREMENTS:**

1. Ability to spend prolonged periods sitting at a desk and working on a computer.
2. Ability to spend occasional periods standing and walking, including climbing stairs, as well as balancing, stopping, kneeling, crouching, and/or crawling.
3. Ability to occasionally lift, push, or pull up to 20 pounds.
4. Ability to bend, handle materials, tools, or equipment, and reach with hands and/or arms.
5. Work may be performed with or without reasonable accommodation to a known disability.