



**POSITION TITLE:** Principal Clerk

**DEPARTMENT:** Admissions; Maintenance / Control Center; Leased Housing; Property Management

**STATUS:** Non-Exempt

**RATE:** Starting rate \$23.55 per hour. This is a union role; all wages are non-negotiable and set by the union's collective bargaining agreement.

**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.

**POSITION SUMMARY:**

The Principal Clerk (PC) position is vital in its support of *several different departments* within the Agency. All PC openings are full-time, benefit eligible, on-site positions. The schedule is Monday-Friday, 8am-4:30pm.

**Admissions Department**

Focuses on processing applications for public housing. Requires strong math skills, attention to detail, and exceptional customer service. Bilingual skills (English/Spanish) are preferred due to high public interaction.

**Maintenance/Control Center**

Serves as the front-line administrative support for the Maintenance Department and Control Center. Emphasizes multitasking, de-escalation, managing work schedules, and coordinating with internal/external customers. Reliability, professionalism, and cultural sensitivity are essential.

**Leased Housing Department**

Supports the administration of state and federal housing voucher programs. Clerical responsibilities include recertification prep, document handling, and ongoing participant support. Requires strong compliance awareness and the ability to serve diverse stakeholders including landlords and tenants.

**Property Management Department**

Provides day-to-day administrative support within a property management office. This role is resident-facing, requiring a warm, welcoming demeanor, confidentiality, and the ability to handle a high volume of resident inquiries and office tasks efficiently.

**ESSENTIAL FUNCTIONS:**

1. Provides exceptional customer service to both internal and external clients.
2. Clearly, concisely, and calmly explains the application process and eligibility guidelines to prospective tenants, including providing necessary forms and paperwork.
3. Accepts applications and supplemental documentation and enters information into ledgers and database, maintaining organized files.
4. Collects, reviews, and processes applicant information to determine eligibility for all programs.
5. Updates manual and computerized ledgers and applicant files.
6. Maintains organized filing system and waiting lists for all applications.
7. Provides offers to applicants in compliance with all local, state, and federal regulations, directives, and laws.
8. Monitors unit vacancies of available public housing stock and applicant waiting lists.
9. Makes recommendations to the VP of Admissions regarding applicant eligibility determinations.
10. Processes incoming and outgoing mail.
11. Answers telephones, greets walk-in clients, routes inquiries to the appropriate parties, types correspondence and reports, prepares files, and other clerical tasks, as requested.
12. Performs similar job-related duties as assigned.

**EDUCATION, EXPERIENCE AND SKILLS REQUIRED:**

1. High school diploma or equivalent required.
2. Minimum of two (2) years of professional office experience in a similar role.
3. Capable of being certified through the Criminal History System Board to access Criminal Offender Record Information (CORI).
4. Excellent computer skills, specifically in Word, Excel, and Outlook.
5. Exceptional customer service and interpersonal communication skills.
6. Ability to compute basic mathematical calculations and to use a calculator.
7. Strong attention to detail.
8. Ability to multi-task, stay organized, and meet deadlines in a busy office environment.
9. Ability to read, write, type, speak, and understand English well. Bilingual (English/Spanish) candidates preferred.
10. Ability to be relied upon to be available for work.

To apply for consideration, please submit an application, resume, or cover letter to our hiring team at [jobs@worcesterha.org](mailto:jobs@worcesterha.org)

We consider all applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, gender identity and expression, marital or military status. We also provide reasonable accommodations to qualified individuals with disabilities in accordance with the Americans with Disabilities Act and applicable state and local law.