



Worcester Housing Authority
630 Plantation Street
Worcester, MA 01605

POSITION TITLE: Program Representative

DEPARTMENT: Leased Housing

STATUS: Non-Exempt

LOCATION: 630 Plantation Street, Worcester, MA (onsite position)

SALARY: \$24.43 per hour

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:

Reporting to the Program Manager, the Program Representative administers and issues federal and state housing vouchers and completes various clerical and administrative tasks and duties for the department, including (but not limited to) annual recertifications, interim changes, Requests for Tenancy Approval (RFTA), and new lease-ups. The Program Representative provides exceptional customer service to internal and external clients, including program participants, landlords, coworkers, and community partners.

This is a full-time, fully benefitted, onsite position in Worcester, MA. The WHA offers a robust wellness benefits package, including generous paid time off, opportunities for training and development, and participation in a pension program. This position may require occasional work outside of normal business hours. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the position.

ESSENTIAL FUNCTIONS:

1. Processes annual recertifications in compliance with all policies, procedures, and regulations, meeting expected metrics and goals.
2. Conducts interim changes.
3. Processes Requests for Tenancy Approval (RFTA) and new lease-ups.
4. Issues vouchers and prepares moving packages for approved participants.
5. Serves as the front desk liaison on a rotation with the other Program Representatives, providing exceptional customer service to participants, clients, and visitors to the building.

6. Provides exceptional customer service, including timely responsiveness to calls and emails within periods set by the Program Manager.
7. Assists Senior Program Representatives with special programs, as requested.
8. Performs similar job-related duties as assigned.

REQUIRED BACKGROUND/EXPERIENCE:

1. High school diploma or equivalent required; college degree preferred.
2. Minimum of three years of experience working in a busy office environment.
3. Minimum of one year experience performing the duties of a WHA Principal Clerk preferred.
4. Familiarity with the laws and regulations governing state and federal voucher programs preferred.
5. Competency in using Microsoft Office tools, including Microsoft Word, Excel, Outlook, Power Point, and Teams, as well as the ability to quickly learn customized software programs.

REQUIRED SKILLS & ABILITIES:

1. Exceptional interpersonal communication and customer service skills; ability to maintain a positive attitude in a fast-paced, deadline-driven environment.
2. Ability to interact professionally and courteously with people of diverse social, economic, and ethnic backgrounds.
3. Ability to take direction, multi-task, stay organized, and manage priorities in a busy office.
4. Demonstrated attention to detail.
5. High level of ethics, values, integrity, confidentiality, and trust.
6. Ability to give and receive feedback, and to work as a team player.
7. 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 occasionally lift up to 15 pounds.