

The Opportunity

The Baltimore Regional Housing Partnership (BRHP), which operates the Baltimore Housing Mobility Program, is a 501(c)(3) that assists over 4,000 qualified families in moving from areas of concentrated poverty and obtaining quality and affordable housing in communities with strong schools, low crime, and ample job opportunities in high opportunity areas within Baltimore City and Anne Arundel, Baltimore, Carroll, Harford, and Howard Counties.

BRHP seeks a Rental Assistance Associate who cares about providing the best service to low-income families and whose duties include determining and documenting applicant or participant eligibility, income, and rent for the BRHP Housing Choice Voucher (HCV) program in accordance with the Program's administrative policies and procedures. Conducting all job functions according to BRHP's [Administrative Plan](#), US Housing and Urban Development regulations and other state and local requirements, the position requires full accountability for assigned cases including maintaining accurate and complete files, resolving issues, and responsiveness to all inquiries.

Essential Duties and Responsibilities

The below statements are intended to describe the general nature and scope of work for the Rental Assistance Associate position. This is not a complete listing of all responsibilities, duties, or skills required.

- Manage an assigned caseload of HCV participants through maintaining accurate and complete applicant and participant files
- Process all transactions within a database for re-certifications, rent increases, interim changes, denials and/or terminations within the required time frames
- Conduct participant voucher briefings
- Determine program eligibility, issue vouchers, calculate tenant rent and housing assistance payments
- Process and approve requests for tenancy
- Educate participants on program requirements and family obligations
- Provide excellent customer care and the ability to act as a representative of BRHP to the public
- Meet with clients as walk-in or mediation
- Obtain certification in Housing Choice Voucher Specialist with a score of 85% or higher within 120 days of employment
- Perform other duties as assigned

General Requirements

- Honesty and integrity
- Professional behavior and respect for colleagues, clients and external partners
- Collaborative, supportive approach to work, open-minded to learning new process with an ability to manage change
- Track record of reliable attendance and punctuality
- Strong work ethic

- Ability to work in a fast-paced, team environment
- Ability to handle and prioritize multiple projects, deadlines, and excellent time management
- Experience working with a diverse population
- Business casual dress

Rental Assistance Associate Required Knowledge & Skills

- Ability to gain thorough knowledge of BRHP's policies and procedures
- Excellent written and oral communication skills
- Exceptional customer care skills
- Strong analytical and math abilities
- Careful attention to detail

Qualifications

- Associate's degree from a regionally accredited institution in Public Administration, Social Science or a closely related field and 3 years of work experience in the related field
- Bachelor's degree from a regionally accredited institution in Public Administration, Social Science or a closely related field and 1 year of work experience in the related field
- 5-8 years of experience working with the public in a housing program, social service program, or related field

Preferred Qualifications

- Bachelor's degree from a regionally accredited institution in Public Administration, Social Science or a closely related field
- Prior experience working with a Housing Choice Voucher program or other affordable housing program
- Housing Choice Voucher program certification
- Knowledge of Yardi software

How to Apply

- Submit a cover letter tailored to the Rental Assistance Associate opportunity and resume to resumes@brhp.org.
- For more information about the organization, visit www.brhp.org
- Job Type: Full-time
- Salary: \$43,500 annually (Firm)