

## 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 temporary Housing Support Specialist who cares about providing the best service to families with low-incomes and whose duties include organizing papers and documents, shifting through archived information, preparing documents for scanning by a third party vendor, work 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 Temporary Housing Support Specialist position. This is not a complete listing of all responsibilities, duties, or skills required.*

- Review and compile archived documents and prepare documents for scanning by third party vendor.
- Organize prepared documents and log into tracking sheet prior to being sent to third party vendor.
- Navigate through software such as Yardi, Sharepoint, Slack, and Outlook to complete daily tasks and report back on unresolved duties.
- Provide excellent customer service internally and externally with the ability to act as a representative of BRHP to the public.
- Participate in review of scanned documents to assess quality and tagging.
- Perform other duties as assigned

## General Requirements

- Honesty and integrity
- Ability to lift up to 50 pounds
- 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

- In-office presence and adherence to public health safety protocols (this position does not allow for remote work)

### Housing Support Specialist Required Knowledge & Skills

- Ability to gain thorough knowledge of BRHP's policies and procedures
  - Excellent written and oral communication skills
  - Careful attention to detail
- Comfort utilizing Microsoft Office suite and other web-based communication applications

### Qualifications

- High School diploma or GED required.
- Associate's degree from a regionally accredited institution in Public Administration, Social Science acceptable or;
- 3 years of work experience in the related field.

### Preferred Qualifications

- Knowledge of Yardi and other software
- Knowledge of Public Housing Agencies and file retention

### How to Apply

- Submit a cover letter tailored to the Temporary Housing Support Specialist opportunity and resume to [resumes@brhp.org](mailto:resumes@brhp.org).
- For more information about the organization, visit [www.brhp.org](http://www.brhp.org)
- Job Type: Temporary; expected to last up to 12 weeks with a possible extension.
- Salary: \$18/hour no benefits