

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 Customer Care Representative who cares about providing the best service to low-income families and whose duties include receiving information and determining and documenting client follow-up for families moving to opportunity areas 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. This position will work closely with BRHP's Housing Counseling team.

Essential Duties and Responsibilities

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

- Receive and log information submitted from BRHP applicants and participants in various stages of the move process
- Use computer software like Outlook, Yardi, and SharePoint daily for data entry and ensuring all stages of the move process are accurately documented
- Perform initial review of submitted information to determine follow-up needed by staff
- Review submitted documentation for completion and communicate with external customers to request additional information if needed
- Use Yardi system to schedule and mail letters to participants regularly
- Locate and provide requested file documents from external customers

- Assist with collecting program eligibility documents for clients selected for final eligibility
- Provide administrative support through filing, scanning, emailing, and mailing regular communication
- Accept and document the receipt of payment in the form of personal or cashier's check
- Support office administrative tasks such as monitoring the front desk, filing, sorting mail, and communicating with constituents professionally
- Provide excellent customer care and the ability to act as a representative of BRHP to the public
- 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

Housing Counselor Customer Care Representative 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, Human Services, Social Science or a closely related field
- 2 years of experience as an Administrative Assistant

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
- Knowledge of Yardi software

How to Apply

- Submit a cover letter tailored to the Customer Care Representative opportunity and resume to resumes@brhp.org
- For more information about the organization, visit www.brhp.org
- Job Type: Full-time
- Salary: \$37,000 annually

***Please note: Though we are currently operating under a hybrid work model, an onsite/in-office presence is required! In addition, under the guidance of the Equal Employment Opportunity Commission (EEOC) on workplace COVID 19 vaccination policies and in accordance with BRHP's duty to provide and maintain a workplace that is free of known hazards to protect the health of our employees, their families and our customers, BRHP requires employees to provide proof of the COVID-19 vaccination when asked. Effective July 1, 2021, newly hired employees must provide proof of the COVID-19 vaccination (including initial doses or booster) at Onboarding or within 30 days of the hire date. Only an approved reasonable accommodation will be accepted to be exempted from this requirement for newly hired employees. If proof of the COVID-19 vaccination is not provided at or before Onboarding, then a negative COVID-19 test taken within the last 72 hours must be submitted on your first day in the office. ***