

# Brookline Housing Authority

## BHA Receptionist/Program Representative Job Posting

### The Organization

The Brookline Housing Authority (“BHA” or Authority”) is a public agency, which currently manages 922 public housing units over twelve (12) developments and 955 units of Section 8 housing. In a community rich with opportunities, we provide low-income families, seniors, and people of all abilities with safe, decent; accessible, and affordable places to live. The BHA works in collaboration with government and civic organizations to support and encourage the well-being and economic self-sufficiency of BHA residents; to sustain a diverse population in Brookline; and to maintain attractive residential neighborhoods.

### The Position

The primary function of this position is to provide customer service/reception support to all the departments within BHA by serving as the first point of contact for all incoming calls and visitors. The incumbent provides clerical and administrative support to the Subsidized Housing and Applications Departments and assist BHA visitors with general information of the Section 8 and Public Housing programs and addresses customer, applicant and resident inquiries by directing questions to the appropriate BHA staff and/or department.

All activities must support the Brookline Housing Authority (“BHA” or “Authority”) mission, strategic goals, and objectives.

### Essential Duties and Responsibilities

*The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.*

- Provides customer service, reception, clerical and administrative support to the Subsidized Housing and Applications Departments; complies with work schedules to assure assignments are completed accurately and timely; responds to requests in a prompt and professional manner. Serves as the first point of contact for all BHA departments.
- Assists subsidized housing and applications staff with intake of applications; maintain records in accordance with applicable programs, and local, state, and federal regulations.
- Manages the BHA switchboard and answers incoming calls and directs them to appropriate staff.
- Receives, sorts, and distributes dropped off correspondence to appropriate BHA staff/mailboxes.
- Inputs general information regarding initial applications, offers, cancellations, move-ins, transfers, new leases, and housed applicants using the authority's computer programs, ensuring data is tracked accurately.
- Periodically assists leasing department staff with annual certifications for program participants.
- Organizes filing system and clerical procedures for housing applicants; maintains accurate and essential files while confirming the security of such records.
- Assist with the production, preparation and mailing of department(s) correspondence such as letters, forms, reports, contracts, and other materials as required.
- Maintains the reception area in a clean, organized and welcoming manner; responsible for the inventory and stocking of informational materials, forms and applications and keeps up-to-date the BHA public bulletin board.
- Assist with special assignments as requested.

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### Desired Applicant

- High School Diploma or GED equivalent
- Two (2) years of experience in clerical, customer service or administrative support.
- Strong computer skills (MS Word, Excel and Outlook).
- Experience in rental assistance programs or similar field a plus.
- Bilingual Spanish or Russian a plus.

### What BHA Offers

- Compensation depends on qualifications and in accordance with Collective Bargaining Agreement.
- Comprehensive and competitive benefits package.

### How to apply

Please email your cover letter and resume by October 19, 2017, 5 PM to: [jobs@brooklinehousing.org](mailto:jobs@brooklinehousing.org).  
For a complete job description, visit our website at [www.brooklinehousing.org](http://www.brooklinehousing.org).