



Housing Specialist

Reports To: Senior Housing Manager

FSLA Status: Non-Exempt; Full-time

How to Apply: Applications will be accepted until position is filled. **Please submit your resume (and cover letter-optional).** Only complete applications will be considered.

SCIDpda Mission: Seattle Chinatown International District Preservation and Development Authority (SCIDpda), a 50-year-old community development organization, serves one of the city's most diverse neighborhoods. Its mission is to preserve, promote, and develop the Chinatown International District (CID) as a vibrant community and unique ethnic neighborhood. SCIDpda has been recognized locally and nationally for its innovation in three program areas: property operations, real estate development, and community economic development and engagement. SCIDpda currently has 50 culturally competent staff, many whom speak a language other than English, which enables them to interact with our community. Our staff have a deep love for the Chinatown International District, and understand the importance of our organization in serving the district.

General Nature & Scope: The Seattle Chinatown International District Preservation & Development Authority (SCIDpda) is seeking the Housing Specialist. Under general supervision, the Housing Specialist works flexibly across teams to perform a variety of customer service, file assembly, data entry, and data editing tasks in support of functions. Assume regular assignment delegated by the Compliance Manager with the understanding that the position can be re-assigned to other teams depending on Property Operation needs.

Essential Duties:

1. Conduct review of applications for completeness; provide correct information about housing programs, eligibility, and application process.
2. Communicate with applicants and prospective applicants on the telephone; provide and explain housing programs; provide correct information to applicants and authorized advocates about the status of their applications.
4. Assist applicants and prospective applicants who require assistance as needed to insure they have equal access to housing programs.
5. Create waitlist records from Pre-Applications and Applications; maintain and update database information for applicants throughout application process, including changes in address, claimed preferences, and other household information.
6. Create and complete application files for housing programs in accordance with program policies and procedures. Pro-actively solicit and track receipt of documents needed to establish applicant eligibility and suitability including background checks, housing history references, non-residential references, and third-party documentation of applicant household income and assets. Make every effort to give every applicant the maximum opportunity to establish eligibility and suitability, within prescribed policies and procedures. Establish clear and auditable record in the file of contacts with applicants, references, advocates, and sources of third-party documentation of elements of eligibility. Handle all functions related to the imaging and indexing of housing documents.
7. Assist in the maintenance of information systems utilized by Housing Operations.

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8. Arrange for interpreters, or other assistance as needed by applicants.
9. Operate assigned equipment such as computer, printers, scanners, voice mail, copiers, fax machines, etc., in accordance with policies on use of equipment.
10. Act as back-up for other positions as may be required, assignments, or projects assigned to other staff, to ensure that workloads are appropriately balanced and that the process as a whole, adequately serves the principal objectives of the Housing Program.
11. Participate in the development and implementation of goals, work plans, performance measures, and continuous improvement of service delivery to assist in attaining the unit/program/department initiatives and goals, agency core strategies, and mission through a spirit of service, teamwork and respect. Work respectfully and courteously with other employees, residents and the general public. Follow direction, and work well under pressure.
12. Attend all required training and safety meetings; use, maintain and replace assigned personal protective equipment; report all injuries and illnesses to supervisor immediately; complete and submit incident/accident reports as required; report hazardous conditions or unsafe work practices to supervisor; and follow all safety and health guidelines, practices, policies and procedures, and actively support and participate in the Emergency Preparedness program and tasks.
13. Perform related duties as assigned.

Supervisory Responsibilities: None

Knowledge, Skills, and Abilities:

- Ability to speak, read and write English; other language abilities a plus
- Ability to work within a schedule to complete tasks in a self-directed manner
- Customer service oriented and driven by the SCIDpda's mission
- Detail oriented
- Pleasant and positive attitude
- Good organizational skills; ability to prioritize and handle multiple tasks with frequent interruptions and changes in priorities
- Experience working with a culturally and linguistically diverse population
- Knowledge of Landlord/Tenant Law and WHFC Tax Credit occupancy regulations is required
- Basic computer skills; knowledge of MS Word, Excel, Outlook, and Internet

Education & Experience: High school education. Any combination of experience and training that would likely to provide the ability to carry out the essential duties and required knowledge; skills and abilities will be considered.

Licenses or Certificates: none

Physical Demands/Working Conditions: The physical demands are representative of those that must be met by an employee in a Building Manager environment to successfully perform the essential function of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the job.

- Work is performed in a resident building environment with a low to medium noise volume

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- While performing the duties of this job, the employee is frequently required to read, speak, stand, walk and sit
- Ability to lift at least 40 pounds, work with cleaning products and paint
- Frequent contact with residents and applicants
- Exposure to a variety of living conditions

Salary Range: \$23.00 to \$25.00 per hour

Benefits (according to working hours):

- Employer paid Medical, Dental and Vision Insurance
- Employer paid Group Life and Disability Insurance
- Retirement Plan
- Generous PTO Package
- Cell phone stipend (Optional)
- FSA
- Bonus
- Flexible Working Schedule, Hybrid Opportunity

This position description generally describes the principle functions of the position, the level of knowledge and skills typically required, and the general scope of responsibility. It is not intended as a complete list of specific duties and responsibilities and should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned.

Employee Signature

Date

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