



JOB ANNOUNCEMENT

Housing Authority of New Orleans

POSITION TITLE: Customer Service Representative
DEPARTMENT: Housing Choice Voucher Program (Call Center)
DATE POSTED: 08/08/2022
CLOSING DATE: Until Filled
FLSA CLASS: Non-Exempt
SALARY RANGE: PAY Grade G15
\$15.23 - \$18.73 Hourly
\$31,675.68 - \$38,957.09 Annually

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SUMMARY

Responsible for providing high quality customer service in the Housing Authority of New Orleans (HANO) Call Center by receiving incoming calls, answering questions, solving problems, and providing program information to clients. This position reports to the Call Center Supervisor.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The below statements are intended to describe the general nature and scope of work being performed by this position. This is not a complete listing of all responsibilities, duties and/or skills required. Other duties may be assigned.

- Answer a high volume of inbound calls from voucher program participants, program applicants, Landlords, Public Housing residents, and any other callers of the agency.
- Promptly respond to all inquiries regarding general program information, HANO procedures, waiting list information, HANO events, other services, etc.
- Provide a high level of customer service by interacting with callers in a professional and courteous manner.
- Document calls and inquiry resolution by entering accurate and detailed notes into the assigned electronic system of record.
- Use the electronic system of record to research client inquiries.
- Assist callers, answer inquiries and resolve calls upon first contact with the caller.
- Communicate with other HANO employees via email to follow-up on client requests, or to relay any issues outside of the scope answerable by the Customer Service Representative position.
- Maintain client confidentiality.
- Perform a variety of clerical duties pertinent to HANO operations.
- Perform other related duties as assigned.

BEHAVIORAL COMPETENCIES

This position requires the incumbent to exhibit the following behavioral skills:

Problem Solving: Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with sensitive topics and/or irate customers.

Customer Service: Meets/exceeds the expectations and requirements of internal and external customers; Manages difficult or sensitive customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance.

Interpersonal Skills: Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting.

Teamwork: Balances team and individual responsibilities; Contributes to building a positive team spirit; Puts success of team above own interests.

Professionalism: Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Job Competencies

- Excellent communication skills-written, verbal, and listening.
- Excellent interpersonal skills.
- Interest in services based on customer needs.
- Attention to detail.

Must have the ability to

- Knowledge of general office procedures, business English.
- Knowledge of HANO policies, procedures and practices pertaining to Public Housing and Housing Choice Voucher programs.
- Skilled in operating general office machines.
- Ability to work in a team environment to achieve mutually agreed upon goals.
- Ability to multi-task.
- Ability to assess client needs.
- Ability to effectively relate to a client within a fast-paced office environment.
- Enthusiastic about the role HANO plays in helping people manage the risks of everyday life, recover from the unexpected, and realize their dreams.
- Ability to understand and follow moderately complex written and oral instructions; communicate and relate to persons of diverse backgrounds and abilities; establish and maintain effective working relationships with other employees and residents.
- Tolerate some degree of stress.

Education and/or Experience

High School Diploma or GED equivalency. Two years of experience in a high volume call center or customer service environment, or an equivalent combination of education and experience. Associates degree or two years of college level education preferred.

Technical Skills

To perform this job successfully, the incumbent must have good knowledge of general office, clerical and secretarial practices and procedures, business English, and basic arithmetic. Previous experience working in a call center preferred. Some knowledge of Authority policies, procedures and practices pertaining to Public Housing and Section 8 programs. Skill in operating general office machines.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is principally sedentary, but may involve limited physical exertion, such as kneeling, crouching, or lifting to obtain files, records, and office supplies, and eye strain from working with computers and other office equipment. Work involves the normal risks and discomforts associated with an office environment, but are usually in an area that is adequately cooled, heated, lighted, and ventilated.

EEO POLICY STATEMENT

HANO provides equal employment opportunity to all individuals regardless of race, color, ancestry, national origin, gender, sexual orientation, marital status, religion, age, physical or mental disability, sex (including pregnancy, childbirth, or related medical conditions), gender identity, or gender expression results of genetic testing, or service in the military or veteran status or any other status protected under applicable federal, state or local law. Discrimination of any type will not be tolerated.