

Customer Service Representative Housing Choice Voucher Program

The Housing Authority of Kansas City, MO is seeking qualified applicants for the position of Customer Service Representative for the Housing Choice Voucher Program.

This position is responsible for handling a high volume of incoming calls, managing the reception area, and providing clerical support to the Housing Choice Voucher Program, Tenant Selections, and Public Housing departments of the Housing Authority of Kansas City, Missouri. Representative will assist tenants, landlords and outside agencies with inquiries regarding the Housing Authority Programs and Agency.

To perform this job successfully, an individual must demonstrate the following competencies: Problem solving, manage difficult or emotional customer situations, speak clearly and persuasively in positive or negative situation, listen effectively, and the ability to multi-task within a fast-paced environment.

EDUCATION and/or EXPERIENCE - High school diploma or general education degree (GED). A minimum of two (2) years of customer service experience preferably in public or private housing management operations.

Interested applicant should submit resume or application to:

Administrative Services
Housing Authority of Kansas City, MO
920 Main Street, Suite 701
Kansas City, MO 64105
E-mail: tgumbel@hafc.org or FAX: 816-968-4225

POSITION IS OPEN UNTIL FILLED

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