

**Customer Service Representative  
Housing Choice Voucher Program**

Our Customer Service Representatives are responsible for handling a high volume of incoming calls, managing the reception area and providing clerical support to the Housing Choice Voucher Program Department, Tenant Selections Department, and Public Housing Division of the Housing Authority of Kansas City, Missouri. Representatives 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 situations
- Listen effectively
- Ability to multi-task within a fast-paced environment

**Individuals must have the following qualifications:**

- High school diploma or GED required; supplemented by college level courses
- 1-3 years of customer service experience; preferably in public or private housing management operations
- Experience with Microsoft Office

**Interested applicants 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: [agroves@hkc.org](mailto:agroves@hkc.org) or FAX: 816-285-4025

Housing Authority of Kansas City, MO is an Equal Opportunity Employer and is a drug and alcohol free work environment.

**POSITION IS OPEN UNTIL FILLED**