



**Position:** Housing Assistant I

**Location:** Renton, Washington

**Employment Type:** Full time/ In person/ 8:00 a.m. to 4:30 p.m.

**Hourly Range:** \$31.25 to \$41.00/hour

**Application Deadline:** Open until filled

#### **About Us:**

Renton Housing Authority provides, with excellence, quality and affordable housing in a safe environment for people in Renton. We are part of a diverse and wonderful community striving each day to render excellent and caring service to all who share the community with us. Our dedication is also to our employees. We believe in creating a culture that is supportive with opportunities for growth and development and a chance to make a meaningful impact. We work hard and as a team to make a difference for people in the city of Renton.

#### **Role Summary:**

We are seeking a detail-oriented, customer-focused Housing Assistant to support our team and contribute to the success of our housing programs. The Housing Assistant provides administrative and customer service support to core agency functions, including the Housing Choice Voucher (HCV) Program and Portability along with Project-Based Housing Programs. In this role, you will conduct applicant and participant interviews, ensure all required documentation is complete and accurate, and maintain organized digital records. You will support the implementation of HUD-regulated processes, assist applicants and participants in understanding program requirements, and ensure compliance with all Housing Authority policies and procedures.

The ideal candidate will demonstrate strong organizational skills, excellent communication and customer service abilities, and a commitment to supporting the mission of Renton Housing Authority. You will be responsible for collecting and verifying documentation, pulling verifications, managing digital files, and providing front-line support to applicants, participants and internal staff.

#### **Key Responsibilities:**

- Support the day-to-day operations of the HCV Program (Both TBV and Portability) along with Project-Based Program. TBV is Tenant-Based Vouchers and PBV is Project-Based Vouchers.
- Assist applicants and participants in understanding program requirements, deadlines, and required documentation.
- Conduct interviews with applicants and participants to collect eligibility and continued-assistance information.
- Ensure all forms, documents, and verification materials are accurately completed and submitted.

- Follow established HUD and Housing Authority guidelines when processing participant files.
- Respond to inquiries via phone, email, walk-ins, or scheduled appointments.
- Support clients who may need assistance understanding forms or navigating the application process.
- Collect, verify, and organize eligibility and continued-assistance documentation from applicants and participants.
- Maintain accurate, up-to-date digital records in the housing management software - SACS
- Help prepare notices, letters, and other communication programs.
- Work closely with Housing Specialists and other team members to support overall program flow.
- Escalate complex issues or concerns to appropriate staff.
- Contribute to a positive, supportive team environment focused on excellent service and compliance.

## **Education and Experience**

- High School diploma or GED equivalency with a preference supplemented by business practices, public administration social work or another related field.
- Strong customer service and interpersonal communication skills.
- High level of attention to detail and accuracy.
- Strong organizational skills with the ability to manage multiple tasks and deadlines.
- Ability to handle sensitive and confidential information with professionalism.
- Comfort working with Microsoft office and learning about our housing software, SACS.
- Ability to learn and apply HUD and Housing Authority policies and procedures.
- Candidates must read, write and speak in a manner reflecting a professional business position.
- Ability to work independently and as part of a team.
- Precise and accurate documentation skills.

## **Competencies**

1. **Effective Communication:** Ability to clearly convey information and engage with diverse audiences.
2. **Interpersonal Skills:** Builds strong relationships with colleagues and clients.
3. **Confidentiality:** Maintains the highest standards of confidentiality in all interactions.
4. **Problem Solving:** Identifies challenges and implements effective solutions.
5. **Integrity and Ethical Standards:** Upholds ethical standards and integrity in all dealings.
6. **Customer Service Excellence:** Provides outstanding service and support to clients.
7. **Computer Skills:** Proficient in Microsoft Office with a typing proficiency of at least 40 words per minute.
8. **Team Collaboration:** Works effectively in a team environment to achieve shared goals.

**What We Offer:**

We offer a competitive salary and a benefits package designed to support your well-being both on and off the job. You will enjoy comprehensive medical, dental, and vision coverage, along with participating in a pension plan that invests in your long-term security. You will accrue annual and sick leave from your first day, 12 paid holidays, and 1 personal floating day that allow you a chance to slow down and recharge. You will also have peace of mind with life and accidental death & dismemberment insurance. Our Employee Assistance Program provides confidential support whenever you need it to support you through life changes and challenges. All of this comes together with a team that genuinely values people and invests in their success. And this is just the start of where our benefits begin.

**How to Apply:**

Please submit your resume and a cover letter detailing your qualifications and interest in this position via email to [rbc@rentonhousing.org](mailto:rbc@rentonhousing.org).

Renton Housing Authority is an equal opportunity employer and provides opportunities without regard to race, sex, color, national origin, religion, age, marital status, mental or physical disability, sexual orientation, or any other legally protected status. We comply with all applicable federal, state and local laws that prohibit discrimination in employment.