

# Vermont State Housing Authority

One Prospect Street • Montpelier, Vermont 05602 • (802) 828-3295 • [contact@vsha.org](mailto:contact@vsha.org)

## NOTICE OF OPEN POSITION

### **Program Specialist – Community Development Limited Service (through 12/31/25, with possible extension)**

February 21, 2025

Since 1968, the Vermont State Housing Authority has been working to improve and expand access to affordable housing throughout the state. VSHA strategically partners and collaborates with rental property owners, nonprofit organizations, agencies, and municipalities to implement innovative programs that promote housing access and stability for our community members with income-based and other housing assistance needs.

**POSITION:** Technical and administrative work of a complex and responsible nature related to the day-to-day administration of programming developed to meet specific participant needs. This customer-centric position troubleshoots customer service inquiries and provides timely customer feedback. Responsibilities may include wait list selection, application processing, determination of eligibility, scheduling assistance payments, housing inspections, and recertification of eligibility. Excellent communication skills are required in working with applicants and program recipients.

#### ESSENTIAL FUNCTIONS include

1. Delivers exceptional customer service support through phone, online chat, and email inquiries about program eligibility, application processes, and funding guidelines.
2. Guides applicants through the application process and assists in gathering required documentation.
3. Evaluates applications for completeness, adherence to guidelines, and determines final applicant eligibility based on the established criteria.
4. Enters financial transactions accurately and timely for operational procedures.
5. Maintains professional communication standards to clarify information, request additional documentation, and adheres to communication protocols.
6. Collaborates with internal team for timely processing and resolution of applications.
7. Handles customer complaints, provides appropriate solutions and alternatives in a timely manner; and follows up to ensure resolution.

8. Documents information in the agency's computerized system and case records.
9. Escalates more complex problems or unresolved issues to the next level of support.
10. Prepares and maintains confidential applicant and program participant files. Generates, reviews, and certifies reports, including waiting lists. Documents information in the agency's computerized system and case records.
11. Develops and maintains effective working relationships with private and public agencies, statewide community-based organizations, and other VSHA staff to meet the needs of applicants and program participants.
12. Performs related work as required or assigned.

## REQUIREMENTS

### Education/Experience:

- High school diploma or equivalent; Associate's degree with coursework in administrative /technical and offices practices preferred.
- Minimum of two years' experience in customer service, preferably in a program support or community development role.

### Skills and Abilities:

- Must possess an excellent telephone manner and ability to handle a variety of callers; ability to present a professional image at all times.
- Must be able to effectively communicate verbally and in writing.
- Proficiency in Windows, Word, Excel.
- Ability to learn, adapt and apply extensive, complex rules, regulations, and functions related to VSHA, Federal- and State-funded program guidelines.
- Ability to meet guidelines and objectives set by the Authority within a specific timeframe.
- Must possess strong organizational skills.
- Ability to plan and organize a complex workload and quickly identify priorities.
- Ability to work independently referring any policy clarifications to supervisor.
- Ability to maintain confidentiality and exercise good judgment.
- Ability to maintain grace under pressure and in stressful and emotional situations.
- Must be able to report to work on time and adhere to VSHA work schedules, rules, and regulations.
- If working remotely, must adhere to VSHA Remote Work Guidelines.
- If teleworking, must adhere to VSHA Telework guideline.
- Must have reliable internet service.

Status: Open to internal and external applicants. This position is covered by a Collective Bargaining Agreement.

- Pay Grade 6
- FLSA: Non-exempt
- Salary: \$44,948.00 (\$21.61/hour)

To Apply: Please submit your application materials (resume, cover letter, and application) to [careers@vsha.org](mailto:careers@vsha.org) or Vermont State Housing Authority, Human Resources, 1 Prospect St., Montpelier VT 05602. The employment application can be downloaded from our website at [vsha.org](http://vsha.org).

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*Vermont State Housing Authority is an equal opportunity employer. VSHA does not discriminate on the basis of race, color, religion, national origin, sex, pregnancy, age, disability, sexual orientation, gender identity, genetic information, HIV-positive status, ancestry, place of birth, citizenship status, veteran/military status, crime victim status, or any other characteristic protected by federal, state, or local laws. This policy applies to all of VSHA's terms and conditions of employment.*