Rental Assistance Customer Service Manager – Worcester, MA

The Rental Assistance Customer Service Manager will serve as the Rental Assistance Program’s vendor (landlord) liaison to ensure landlord documentation is correct and up-to-date for all rental properties, will answer all landlord queries, and will process HAP abatements. The Customer Service Manager will work as the program partner with RCAP’s Finance Department. This position will ensure that HAP adjustments are processed timely and correctly and that all Finance requirements for program deliverables are addressed in a timely manner. Maintain a small caseload to ensure remaining up-to-date on program administration.

Key Responsibilities

Vendor (landlord) Customer Service:
• Serve as the solutions-oriented liaison for all Rental Assistance landlord communication. This person will continue to build the pool of landlords leasing with Rental Assistance programs. All new landlords will be entered into program software, update existing landlord information as it is provided, and address all landlord questions and concerns.
• Review Requests for Tenancy Approval (RFTA) for accuracy and completion
• Enter new landlords into program software
• Process rent reasonableness determinations
• Negotiate with landlords to ensure leasing of clients at reasonable rents (per HUD definition of rent reasonableness)
• Enter HAP adjustments
• Enter abatements
• Review adjustment register prior to first of the month and mid-month check runs; make corrects as required
• Respond to all landlord requests for information, complaints and communication
• Build rapport with prospective landlords to grow program pool of landlords available to RCAP clients

RCAP Finance Department Partner:
• Work directly with RCAP’s Finance personnel to ensure program financial deliverables are addressed timely and appropriately
• Take ownership of direct deposit and tax requirements of landlords (i.e., undeliverable 1099’s, updated direct deposit accounts)
• Process adjustments and abatements; review with Finance staff and adjust as applicable

Case Management:
• Maintain a small caseload (not to exceed 30 clients) to ensure knowledge of program requirements remains current and applicable
• Responsible for active vouchers, re-certifications, issuance of moving and pre-moving packets, eligibility determinations, fraud and OTC statistics.
• Obtain and verify client income.
• Communicate with other RAA’s and LHA’s as warranted.
• Maintain up-to-date knowledge and application of Tracker database, upgrades and ongoing reporting.
• Attendance at annual trainings and meetings as required.
• Ability to assist clients with disabilities in a variety of different ways depending on need
• Perform duties as may be assigned to aid the Rental Assistance department.
Education Requirements
- Bachelor’s Degree or equivalent experience directly related to the Social Services field.

Experience Requirements
- Possess a functional operating knowledge of DHCD’s and HUD’s standards and regulations, regulatory needs of other funders, PIC system, Tracker Database, and HUD’s Housing Quality Standards.
- Experience administering Housing Choice Voucher programs and understanding of administrative needs within regulatory framework
- Strong written and verbal communication skills.
- Personable and able to interact with diverse colleagues and clients
- Proven ability to effectively manage and adapt to changing priorities.
- Ability to use, manage and train Client Resources staff on existing databases, such as Tracker.
- Proficiency in excel, word and other computer programs.
- Familiarity with financial procedures preferred
- Bilingual/Spanish preferred

Certifications or Licensures
- Valid Driver’s License
- The following certifications should be achieved within 2 years of employment date within position:
  1. HCV Occupancy Certification
  2. HCV Rent Calculation Certification
  3. EIV Workshop and Training
  4. Fair Housing Training and Certification
- Nam McKay/Quadel

Working Conditions
- Typical office setting to include the ability to spend long hours sitting and using office equipment
- Move regularly from sitting to standing position as well as frequently bend to file and maintain files.
- Ability to work on repetitive tasks and use fine motor skills to handle and control objects.
- Ability to use and ear piece or headphones.; Speak, listen and understand others.
- Occasionally lift 10 to 15 lbs.

Supervisory Responsibilities
- Capacity to supervise if needed

Interested candidates should submit a resume and cover letter to HR@rcapsolutions.org

Location – Worcester, MA (40 hours) Grade Level: 18

Compensation and Benefits:
RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 13 paid holidays, STD/LTD, etc.

To Apply:
Send cover letter and resume to our Human Resources Department or Email: HR@rcapsolutions.org or Fax: (978) 630-9651.