



The **Junior Program Representative** will be expected to work toward knowledge of Rental Assistance policies and procedures. The goal of the Junior Program Representative is to demonstrate working knowledge by maintaining an increasing caseload over a one to two-year period.

Key Responsibilities:

PROGRAMMATIC

- Negotiate rents for new and existing leases, which are consistent with current market value for comparable unassisted units. Determine utility allowances when applicable.
- Responsible for active vouchers, terminations, re-certifications, quarterly inspections, issuance of moving and pre-moving packets, portability, eligibility determinations, abatements, fraud, and OTC statistics.
- Obtain and verify client income.
- Communicate with other RAA's and LHA's as required.
- Maintain up-to-date knowledge and application of Tracker database, upgrades and ongoing reporting.
- Attendance at annual trainings and meetings as required.

CUSTOMER SERVICE

- Responsible for maintenance of all client files, both electronic and paper, and all submitted documentation.
- Timely completion of processes.
- Responsible for assisting with the Residential Aid to Families in Transition Program (RAFT) as needed and assist with service to walk-ins.
- Counsel, negotiate or mediate solutions to housing issues including but not limited to conflicts between clients and property owners or their designee/property managers; also refer clients to other services through HCEC as applicable.
- Regulatory Compliance, Staff Resource and Training
- Maintain thorough knowledge of current program regulations and DHCD (Department of Housing and Community Development) policies and be responsible for dissemination of information to clients and property owners.
- Performance indicators per the compliance reviews to work toward meeting identified benchmark of 90%.
- Perform duties as may be assigned to aid and support the Client Resources Department.

Education Requirements:

- Associate's Degree required; Bachelor's Degree preferred



Experience Requirements:

- At least three years' experience working in the customer service field.
- Knowledge of computer systems and database functions, Microsoft Office and Excel.
- Bilingual ability strongly preferred

Working Conditions:

- Typical office environment

Location – Worcester, MA

Grade: 14

Compensation and Benefits:

RCAP Solutions, Inc. offers an excellent compensation and benefits package, including health, dental, 403b, vacation, 14 paid holidays, STD/LTD, etc.

To Apply:

Interested candidates should submit a resume and cover letter to: HR@rcapsolutions.org or fax: (978) 630-9651