

LINCOLN HOUSING AUTHORITY

****JOB NOTICE****

Position title: Resident Services Assistant

FLSA Status: Part-Time, Non-Exempt (Hourly)

Application Deadline: July 26, 2024

If you enjoy providing services and assistance with residents in a senior setting, enjoy working with a diverse population, and are interested in helping others, we want to speak with you! The Lincoln Housing Authority is seeking candidates for the part-time (25 hours/week, M-F) position of **Resident Services Assistant**. In this role, you will assist in designing and conducting social, recreational and educational activities for residents of an apartment complex for elderly and near-elderly persons.

Responsibilities include:

- Assist in creating and conducting social, recreational, and educational activities for residents.
- Work with resident volunteers to participate in and assist with scheduled activities.
- Assist with the computer learning center for residents.
- Conduct interviews with residents to maintain emergency information file.
- Assist Resident Services Specialist in conducting orientation for new residents.
- Receives and handles inquiry calls for building information and general customer service questions.
- Accurately performs data entry for resident database.
- Provides excellent customer service to residents and the general public.

Required experience, skills, and abilities include:

- High school graduate or equivalent GED. Bachelor's degree in gerontology, psychology, human services or a related social science area or a combination of equivalent education and experience highly desired.
- Experience in a customer service capacity, utilizing communication skills to obtain information.
- Experience using a personal computer to input and retrieve data using a variety of software programs.
- Ability to prioritize and complete tasks within a specified time frame.
- Ability to establish and maintain effective working relationships with residents, co-workers, supervisors, and the general public.
- Ability to maintain confidentiality.
- Ability to assist in developing and coordinating social, educational, and recreational programs for the elderly community.
- Ability to communicate effectively both orally and in writing.
- Ability to effectively communicate and work with a culturally diverse resident population.
- Ability to comprehend and follow both oral and written instructions.
- Must possess a valid driver's license.

Application Information:

- Starting pay is \$18.09/hour. Hours are flexible working each day of a Monday-Friday schedule.
- To apply, complete an application for employment at www.L-housing.com. A resume and cover letter may be attached.
- Background checks will be conducted on final candidates.
- LHA offers an excellent benefits package including \$0 employee only coverage health plan, 12 paid holidays, annual merit-based raises, and an 8% company contribution to retirement at 6 months.
- Lincoln Housing Authority is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.