

Lincoln Housing Authority

JOB NOTICE

Job Title: Intake Case Aide

FLSA Status: Full time, Non-Exempt

Application Deadline: May 3, 2024

The Lincoln Housing Authority is seeking an organized, team-oriented individual to be responsible for supporting the issuance of Housing Choice Vouchers and coordinating the flow of documents throughout the department according to established procedures for the full-time position of **Intake Case Aide**.

Essential Job Functions

- Maintains the list of files pulled from the HCV Wait list to ensure that applicants and participants are correctly tracked and assisted through the initial certification process.
- Coordinates HCV briefing and supports the briefing class, which includes scheduling participants and interpreters, setting up the class room and distributing and collecting paperwork.
- Assists housing specialists with scheduling and preparing for new admission appointments.
- Organizes and prepares new admission files for the auditing process.
- Prepare various documents, such as vouchers, cancellation letters, and reminder letters.
- Ensures accurate reporting of client information into agency data systems.
- Assists the public, on the telephone, in writing and in person, with inquiries.
- Maintains client paper and electronic files according to established procedures.
- Provides administrative assistance to the departmental staff as needed.
- Provide coverage for the LHA front desk.

Required Qualifications

- Prefer college coursework or degree in related area. H.S. Diploma or equivalent required.
- Experience in a customer service capacity and ability to communicate effectively.
- Experience in using a personal computer to input and retrieve data and generate reports using a variety of word processing and database programs.
- Knowledge of and ability to accurately utilize standard office procedures, including filing, typing and telephone etiquette.
- Ability to accurately maintain a file system according to established procedures.
- Ability to prioritize tasks and complete projects within a specified time frame.
- Ability to establish and maintain cooperative working relationships with co-workers, supervisors, the public and clients.
- Ability to effectively communicate and work within a culturally diverse work environment including obtaining and utilizing interpreters.
- Ability to maintain client confidentiality and keep confidential information secure.

Additional Information

- Starting pay is \$19.96/hour.
- To apply, complete an application for employment at l-housing.com/employment by May 3, 2024.
- Background checks will be conducted on final candidates.
- LHA offers an excellent benefits package including \$0 employee only coverage health plan, a 9/80 work schedule with every other Friday off (that's 26 3-day weekends per year), 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.