

## **RIHousing – Centralized Wait List Specialist**

**Salary Range - \$48,830.00 - \$ 70,661.04**

Diversity, equity, inclusivity, and belonging are central to everything RIHousing does. We recognize that we are stronger because of our differences - whether in race, ethnicity, gender, gender expression and identity, age, sexual orientation, religion, disability, and other individual characteristics – and we place value in individual contributions and experiences. As an organization committed to serving the housing needs of Rhode Islanders, we recognize the importance of breaking down the systemic barriers that can stand in front of equal housing opportunity for all. We will work to eliminate discrimination, bias, and inequality in all our activities. We are committed to creating a welcoming and respectful environment for our colleagues and customers, lifting diverse voices, and continually embracing change.

### **What it's all about:**

This position is accountable for the administration of the Centralized Wait List (CWL) for the Housing Choice Voucher Program (HCVP) in accordance with appropriate federal (HUD) and state regulations. The incumbent provides operational and administrative support for the management of the CWL in accordance with program regulations and a memorandum of understanding between the Public Housing Authorities of Rhode Island and member agencies.

### **What you'll do on a daily basis:**

This position reports to the Housing Choice Voucher Program Manager and performs various operational and administrative functions, including, but not limited to, daily operations and maintenance of the centralized wait list, database management and reporting, and training and customer service functions directed at internal and external partners. The incumbent is responsible for managing the Centralized Wait List requests, approval, and updates and serves as the point of contact for all internal and external partners concerning the Centralized Wait List. This scope of work requires the incumbent to be well versed in all aspects of the Housing Choice Voucher Program wait list regulations and keep current on changes in federal/state regulations. Since this position is not routine in nature, the incumbent must be flexible, well-organized, and able to set priorities and work independently to complete assigned projects. They project a positive corporate image through professional and courteous contact with all constituencies.

### **What you'll bring to the team:**

- Respond to partner and applicant inquiries and questions related to the application process, database system functions, program guidelines, and guides for accessing and navigating the web-based centralized wait list.
- Serve as the primary point of contact for all changes related to status updates from participating Public Housing Authorities. Monitors and communicates periodically with said PHAs.
- Assist with all reporting and purging of the centralized wait list.
- Provide excellent vendor management and customer service.
- Assist in developing and conducting training for internal and external partners.
- Work closely with HCVP Supervisors and Managers to meet HUD requirements.
- Assist with all reporting and purging of the centralized wait list.
- Monitor and update centralized wait list email and voicemail correspondence.
- Compile special reports and perform special projects as assigned.

- Other responsibilities and projects, as assigned.

### **What you'll need to succeed:**

- Three years of experience with Yardi or other similar platforms
- Three years of experience in HUD, assisted housing, and/or property management is preferred but not required
- Exceptional organizational, written, and verbal communication skills
- Strong attention to detail and ability to multitask
- Ability to work efficiently in a busy working environment
- Bilingual, Spanish-speaking, is preferred, not required.

### **Not sure you meet all the qualifications? Let us decide!**

### **Why RIHousing:**

- Mission-Driven Organization
- Dedicated Workforce
- Competitive salary
- Parking Stipend
- Medical/Dental/Vision/Life Insurance
- Paid Time Off
- Retirement Options
- Flexible Work Hours
- If Position Eligible, Future Hybrid Work May Be Available
- Education Reimbursement
- Onsite Fitness Classes
- Volunteer Days
- Winner of "Best Places to Work" 2016, 2018, 2019, 2021, 2022, 2023 & 2024
- PBN's Worksite Health Award 2013 - 2024
- PBN's Diversity Equity Inclusion Award 2023 & 2024

**RIHousing** strives to ensure that all people who live or work in Rhode Island can afford a healthy, attractive home that meets their needs. A good home provides the foundation upon which individuals and families thrive, children learn and grow, and communities prosper.

To achieve our mission, we:

- Offer fair, affordable, and innovative lending programs.
- Provide housing-related education to consumers and others.
- Promote and finance sensible development that builds healthy, vibrant communities.
- Provide housing grants and subsidies to Rhode Islanders with the greatest need.
- Team up with partners to improve everything we do.

**RIHousing** uses its resources to provide low-interest loans, grants, education, and assistance to help Rhode Islanders find, rent, buy, build, and keep a good home. Created by the General Assembly in 1973, RIHousing is a privately funded public purpose corporation. RIHousing requires its employees to be highly motivated and knowledgeable, have a sound understanding of the changing needs of Rhode Island's housing market, be willing to work within and toward a smoothly integrated operation, demonstrate a commitment to serve the people of Rhode Island, especially those with low and moderate incomes in need of safe and affordable homes, and

possess a high level of integrity and deep respect for all Rhode Islanders, including customers, partners and fellow employees.

Please apply through our career site: <https://www.rihousing.com/careers/>

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