

**Boulder Housing Partners**  
**POSITION DESCRIPTION**

DATE: April 2021

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**POSITION TITLE:** Customer Service Specialist/Housing Navigator

**PAY GRADE:** 3

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**DEPARTMENT:** Resident Services

**Status:** Non-Exempt

**OVERALL JOB OBJECTIVE:**

Under general supervision, the bilingual Customer Service Specialist is a role model in communicating courteously and responsively with BHP residents, the general public and co-workers. This position will focus on serving BHP customers by responding to phone calls, emails, and attending to people visiting the main office. This person will be trained to respond to questions related to unit availability, application process, recert process, and other processes related to housing.

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**DUTIES AND RESPONSIBILITIES:**

1. Primary duties include answering the phone, greeting the public, answering questions, and referring visitors to appropriate staff members and other departments as well as helping customers to navigate available housing options.
2. Responsible for explaining housing programs, assisting applicants with housing applications and providing information about community resources as needed.
3. Responsible for entering data into Yardi, Survey Monkey, Excel, File Vision, Outlook, and Word documents as needed.
4. Sorts and distributes incoming department mail. Processes outgoing mail, including determining proper postage.

**Other possible administrative support functions:**

1. Assists with the mass mailing of materials to applicants, participants, and residents.
2. Translates and updates forms, applications, flyers for front desk distribution.
3. Enters data from housing applications.
4. Provides general administrative support to all departments.
5. Does general filing, copying, faxing, and scanning for department staff.
6. Helps to produce and distribute resident information flyers.
7. Works independently on assigned special projects.
8. Types correspondence and other requested documents.
9. Takes proper safety precautions, anticipates unsafe circumstances, and acts accordingly to prevent accidents.
10. Is responsible for the safety of self, others, materials, and equipment. Uses all required safety equipment.

**CHAIN OF SUPERVISION:**

(1) **TITLE OF IMMEDIATE SUPERVISOR:** Resident Services Program Manager

(2) **TITLE(S) OF POSITIONS OVER WHICH THIS POSITION HAS DIRECT SUPERVISION:** None

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**MACHINES AND EQUIPMENT USED IN WORK INCLUDE BUT ARE NOT LIMITED TO THE**

**FOLLOWING:** Typing level of 40 wpm; average to advanced computer skills with knowledge and experience using Excel, Word, Power Point, Internet, and data entry. Experience and skills using photocopy machine, facsimile machine, postage machine and calculators.

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**REQUIRED QUALIFICATIONS:**

2-3 years of experience providing exemplary customer service; written and spoken Bilingual Spanish/English; experience working directly with customers with a variety of ethnic backgrounds and individuals with special needs, such as seniors and people with disabilities; experience in a fast-paced, multi-task environment, experience handling several customers at once, willingness and ability to be flexible with a variety of functions and timing, ability to maintain a positive attitude and reflects the values of excellent customer service, professionalism, and teamwork.

**DESIRED QUALIFICATIONS:**

Strong interpersonal skills and detail oriented. Ability to: anticipate customer needs and provide services that are beyond customer expectations; quickly and decisively take action in fast-changing, unpredictable situations; take initiative in tough situations; builds immediate rapport, even when facing difficult or tense situations; work with input from others constantly and listens with empathy and concern.

**WORKING CONDITIONS:**

**Physical Demands:** This position works in an office setting. In the office it is primarily sedentary physical work requiring the ability to lift a maximum of 20 pounds; occasional lifting, carrying, walking, bending over (to file) and standing; frequent hand/eye coordination and finger dexterity to operate personal computer and office equipment; vision for reading, recording and interpreting information; speech communication and hearing to maintain communication with employees and customers.

**Work Environment:** Works in clean, comfortable office environment.

**Equipment Used:** Frequently uses standard office equipment including personal computers, calculators, printers, shredder machine, electronic date stamp, fax and copy machines.