



25 High Street
Caribou, ME 04736
Telephone: (207) 493-4234
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www.caribouhousing.org



Housing Assistant, Part-Time

Caribou Housing Authority is currently seeking a talented, detail oriented and conscientious candidate to fill the Housing Assistant role.

Job Duties and Responsibilities:

- **Customer Service:** Provides clear and accurate information over the phone or in person to walk-in clients and landlords on housing assistance certification and re-certification requirements; greets clients and answers a variety of inquiries.
- **Housing Program Support:** Processes files and documentation for annual re-certifications; mails out review letters and packets to landlords, clients and third-party sources; determines verifications needed based on family composition, employment, income and related criteria; report matters of violation detected through data verification to the assigned team.
- **General Office & Clerical Support:** Uses standard office equipment to prepare copies for files and mailings, maintains records and files in computer; uses office systems to track and do work; creates letters and documents in standard and specialized housing computer systems; responsible for scanning and indexing; completes data entry; logs and returns phone messages; maintain and order office supplies.

Required Qualifications:

- High School Diploma or GED **AND**
- Minimal experience in administrative support work with some customer service experience **OR**
- An equivalent combination of experience and education that provides the necessary knowledge, skills, and abilities to perform the essential functions of this position.

Required Knowledge, Skills, and Abilities:

- Ability to maintain strict confidentiality of information viewed, discussed, and/or received.
- Experience maintaining records (manual and electronic) and performing data entry with a high level of accuracy and attention to detail; ability to consistently and accurately document information and process files.
- Provided customer service over the phone, via email and in person.
- Proficiency using MS Office applications including Word, Excel, Outlook and the internet; skill and ability to learn and use agency software program.
- Excellent organizational skills including prioritizing, keeping track of information or work in progress, ensuring accuracy, and multi-tasking.
- Ability to work effectively and collaboratively as a team.
- Willingness to learn new methods, procedures, and techniques.

Position will be open until filed.

The Caribou Housing Authority is an Equal Opportunity Employer.

To apply for this position, please send city application, cover letter and resume to:

Carl Grant, Finance/HR Director , 25 High Street Caribou ME 04736

cgrant@cariboumaine.org