



Join Our Team

An Exciting and Rewarding Career Opportunity

Southern Nevada Regional Housing Authority

Announcement Number	Job Title
24-002	Customer Care Associate
Number of Openings	Compensation (Depending on Experience)
1 or more (Full-Time, 7 AM to 6 PM, Mon-Thurs)	\$40,063.50 (Step 1)- \$64,047.36 (Step 20) annually <i>The typical starting range for this position is between \$40,063.50 and \$44,222.67, DOE.</i>

Opening Date	Closing Date
January 10, 2024 <i>Applications are reviewed on a rolling basis.</i>	February 9, 2024, (or until filled) <i>The closing date may be earlier based on the number of applications received.</i>
To Apply and Required Documents	Conditions of Employment
This position is open to both internal and external applicants. Applicants must: <ul style="list-style-type: none">Complete an application online - to apply click hereSubmit a cover letter and resume <p>Incomplete applications will not be considered.</p> <p><i>*Applicants who meet minimum qualifications are not guaranteed an interview.</i></p>	Upon a conditional offer of employment, candidates must successfully: <ul style="list-style-type: none">Complete a background investigation which may include: (<i>education, criminal history, credit, fingerprints, and DMV</i>)Pass a workplace drug test (including marijuana*)Possess a valid State of Nevada driver's licensePossess a clean driving record

***As a federally-funded employer, although legal in the state of Nevada, marijuana is restricted under Federal guidelines.**

Employee Benefits
Pay is only part of the generous compensation package you receive while working for our premier agency. Employees enjoy a 3-day weekend; free parking; 2 weeks vacations (years 1 and 2); 13 sick days; 13 paid holidays, including your birthday; medical, dental, and vision insurance – 100% employer paid (employee only); health and dependent care flexible spending accounts; life and long-term disability insurance (employer paid); 457B Deferred Compensation Plan; Public Employee Retirement System (PERS) – 100% Employer-Funded or Employee/Employer-Funded (50%/50%); Employee Assistance Program (EAP); and a host of voluntary employee benefits options. Student loan forgiveness is available to qualified individuals, pursuant to the Public Service Loan Forgiveness (PSLF) program.

Overview
The Southern Nevada Regional Housing Authority (SNVRHA) is currently recruiting a Customer Care Associate to join our team. Through its public housing programs, SNRHA provides affordable housing to low- and moderate-income households. Our team is comprised of 200+ committed and caring professionals who support our mission and the clients and communities we serve. Our success is built upon the contributions of our valued employees. To learn more, please visit us online - www.snvrha.org .
If relocating from out-of-state, more than its famous Strip which provides endless entertainment opportunities for locals and tourists, Las Vegas, Nevada also offers a family-friendly environment with wonderful neighborhoods, affordable living, warm weather, outdoor wonders (hiking, climbing, snow-skiing, boating, sightseeing, and more), professional sports, and world-class restaurants. Las Vegas is home to the University of Nevada, Las Vegas (UNLV) and a few hour's drive to beach destinations in Southern California, the Grand Canyon in Arizona, and national parks and ski resorts in Utah. Nevada is among the most tax-friendly states in the U.S. with residents enjoying no state income tax, no county income tax, no inheritance tax, and lower property taxes.

Position Summary
The Customer Care Associate is responsible for supporting and assisting customers, addressing their inquiries, resolving their issues, and ensuring their satisfaction with SNRHA services. The expectation for this position is service excellence.

Southern Nevada Regional Housing Authority (SNRHA) is an Equal Opportunity Employer

SNRHA prohibits discrimination and harassment without regard to race, color, national origin, religion, sex, sexual orientation, gender identity or expression, age, disability, protected veteran status, genetics, or any other characteristic protected by federal, state, or local laws.

Duties and Responsibilities

This announcement is a summary of typical job functions and not an exhaustive or comprehensive list of all duties and responsibilities. This position is accountable for performing the following duties and responsibilities, with or without reasonable accommodation.

- Takes calls from residents, employees, contractors, and others; collects client information and service request details and generates a work order for maintenance and repairs; provides information and assistance to clients; responds to requests for information within the scope of authority.
- Verify client's account information provide case management information and educate clients on department processes and procedures.
- Respond to customer inquiries, questions, and complaints via various communication channels (e.g., phone, email, chat, etc.).
- Record accurate and detailed information about customer interactions, issues, and resolutions using effective questioning techniques to gather relevant information in the company's ticketing or customer relationship management (CRM) system.
- Educate customers on the proper use of products, software features, and troubleshooting techniques to minimize future technical issues with online portals. Provide step-by-step instructions, and guidance, to clients, landlords, and residents to help them resolve level I technical issues with the online portal.
- Identify and diagnose technical problems reported by customers.
- Accurately document customer interactions, issues, and resolutions in the company's customer relationship management (CRM) system.
- Data entry and closing of work orders received from the after-hours answering service staff, mobile/web, email, chat requests, and maintenance promptly. Categorizes and prioritizes work orders in compliance with SNRHA rules, regulations, and procedures.
- Contact emergency maintenance service providers as authorized; dispatch maintenance staff according to emergency maintenance policy.
- Maintain inventory and assets in the Asset tracking system.
- Stay up to date on process and procedural changes within the various departments.
- Ensure accurate filing of paper and electronic documents in the agency's electronic document management system.
- Ensure a positive customer experience by actively listening to customers, empathizing with their concerns, and maintaining a professional and courteous demeanor throughout interactions.
- Works overtime as needed.
- Adheres to the confidentiality standards of the Privacy Act of 1974, {U.S.C. § 552A} as amended.
- Supports the relationship between SNRHA and the constituent population by demonstrating courteous and cooperative behavior when interacting with clients, visitors, and SNRHA staff.
- Performs related duties and responsibilities as required. Performs other duties as assigned.

This position is eligible for participation in the collective bargaining unit (SEIU) representing certain Southern Nevada Regional Housing Authority employees.

Minimum Qualifications

Minimum qualifications are intended to identify applicants most likely to perform successfully. Applicants who meet minimum qualifications are not guaranteed an interview; however, are further assessed in order to determine how well (s) they meet the minimum qualifications of the position and the immediate needs of the agency. Applicants should possess the following:

- High school diploma or GED equivalent.
- One (1) year of previous high-volume call center experience.
- Exceptional computer skills.

Preferred Qualifications

Preferred qualifications are desired qualifications above and beyond minimum qualifications that demonstrate additional education, experience, training, or other credentials. Preference may be given to applicants who possess the following preferred qualifications:

- Bilingual skills (English/Spanish).
- 1-2 years of experience working in a public housing or social service call center environment.
- Experience assisting a diverse population of residents and tenants, including low-income, disabled, and elderly.

Screening and Selection

Applicants who meet minimum qualifications may be further considered. Minimum qualifications are used as a first step in identifying applicants who may perform satisfactorily on the job. Applicants who "meet" minimum qualifications are further assessed in order to determine how well they meet the minimum qualifications for the position. Evaluation factors include but are not limited to, a cover letter and resume, writing samples, pre-employment testing/assessments, panel interviews, references, performance evaluations, and background investigation.

Reasonable Accommodation

If you require a reasonable accommodation to participate in our hiring process, contact our Human Resources Department (702.477.3170).

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