



HOUSING AUTHORITY OF WASHINGTON COUNTY

319 East Antietam Street, 2nd Floor, Hagerstown, MD 21740

(P) 301.791.3168 (F) 301.791.2755 www.hawcmd.org

Client Service Coordinator

FLSA Status: Non-Exempt
Job Status: Staff
Department: HCV Department
Reports to: HCV Manager

Summary

The Client Services Coordinator is responsible for providing administrative and program support to the HCV Department by reducing disruptions to the day-to-day work of the HCV Staff, resulting in a more effective HCV program. This apportioning of duties permits HCV staff to specialize in specific aspects of HCV program procedures, resulting in a decrease in errors and greater efficiency. This role is client-facing, requiring excellent customer service skills, good communication, organization, and the ability to prioritize assigned tasks.

Be committed to teamwork, have a shared commitment to quality of everyday work, and demonstrate the willingness to assume ownership in completion of tasks. Demonstrates continuous effort to improve operations, decrease turnaround times, meet deadlines, streamline work processes, and work cooperatively to provide quality seamless customer service.

Duties and Responsibilities

This position will perform the following:

- Manage daily client interactions including walk-ins, phone calls, HCV emails and faxes
- Locks and unlocks the front door
- Stocks lobby materials, bulletin board, refresh/order as needed
- Stocks meeting room materials, printer/scanner
- Receives and responds to all appointment request forms
- Prepares briefing packets folders as directed
- Manages document intake, scanning/copying/attaching
- Schedules appointments between clients and staff as directed
- Meets with applicants and participants to complete applications and certifications
- Assists HCV staff in the drafting, printing, and mailing of letters as directed
 - Warning letters, URP letters, housekeeping, abatement, etc.
- Meets with participants to complete group and individual briefing interviews
- Assists in management of the waitlist and intakes as directed
- Tracks HQS Inspections and related documentation
- Processes Reasonable Accommodation Requests for approval/denial
- Prepares HCV Newsletters for participants and landlords
- Communicates with local landlords, keeping inventory of available units
- Processes inter-agency referrals with partnering agencies
- Records and distributes HCV Meeting Minutes
- Assists in gathering Audit documentation as directed

- Assists in tracking program information and reports to the board
- Assists in creating and maintaining SharePoint folders for program info
- Assists the department with any tasks as directed
- Any and all tasks to support the mission and vision of the agency.

Minimum Qualifications

- Any combination of training, education and experience equivalent to a bachelor's degree in Sociology, Public Administration, Government or a related field.
- Strong communication skills and good customer service are required.
- Knowledge of, or the ability to acquire knowledge of, subsidized housing program guidelines and federal, state, and local landlord-tenant laws is necessary.
- Must obtain program certification within six (6) months of hire.
- Must have great verbal and written communication skills.
- Must be proficient with Microsoft Office Products
- A strong understanding of Fair Housing Laws and VAWA guidelines
- Yardi software experience a plus
- Reliably commute to offices in Washington County, MD

Knowledge, Skills, and Abilities

- Written and oral communication skills.
- Comprehension and application of rules and policies.
- Ability to work independently and dependably.
- Ability to use Microsoft Office Products (Excel, Word, Outlook)

Physical/Work Demands

May require lifting to 50lbs. Work is typically performed in a normal office environment; some duties may require lifting and carrying boxes of materials/supplies, climbing stairs, walking, and consistent use of a computer.

Reviewed by:

Date Reviewed: 04.01.25

Effective: