

Job Title:	Resident Services Specialist
Job Status:	Full-Time
Rate of Pay:	11.00 to 15.00
General:	
<p>Under general supervision, the Resident Services Specialist provides services to residents as required through described Land Use Restriction Agreements (LURA). Plan resident recreational activities in combination with coordination of services such as: Job Readiness, GED & English Proficiency course, Diabetes, Dental & General Health Awareness, Legal Assistance or Education and other such services that permit upward mobility and good health. Employee may provide administrative assistance to supervisor on some routine duties as assigned. Courtesy, tact and diplomacy are required in daily contact with the public and staff. May require the use of independent judgment in making decisions. May receive a change in work assignment as needed. May assist other personnel when necessary and as assigned.</p>	
Supervisor:	
Executive Coordinator	
Supervision:	
Employee has no supervisory responsibilities.	
Essential Functions:	
<p>Essential duties and functions, pursuant to the Americans with Disabilities Act, may include the following. Other related duties may be assigned.</p> <ol style="list-style-type: none"> 1. Provides professional customer service; communicates with customers, employees and other individuals to answer questions, disseminate or provide information. 2. Maintains files, schedules, calendars, logs, and records. 3. Prepares detailed reports of LURA events as requested by TDHCA. 4. Schedules, plans, and hosts supportive services as described in the Land Use Restriction Agreement (LURA). 5. Assists in scheduling, planning, and hosting recreational events for residents of McAllen Housing Authority including, but not limited to, Valentine's, Easter, Mother's Day, Graduation, Father's Day, 4th of July, Back to School, Halloween, Thanksgiving, and Christmas. 6. Creates and organizes monthly event/course calendar for McAHA residents. 7. Designs and distributes course/event flyer for all LURA activities. 8. Maintains documentation and budget worksheet to track activity expenses. 9. Assists in event invitations, articles, and photos for publication. 10. Provides courteous respectful, honest, timely and professional information to all Housing Authority staff, program participants and visitors for all activities and services in accordance with Housing Authority policies. 11. Performs other related duties as assigned by Supervisor. 	

Knowledge Skills & Abilities:

Must possess required knowledge, skills, abilities, and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

- Possesses excellent customer service skills.
- Knowledge of general office practices (record keeping).
- Proficient in typing, filing, math and computer software programs (Word, Excel, and Power Point).
- Ability to type 45-50 wpm utilizing computer systems.
- Ability to multi-task, work independently and prioritize workload
- Ability to communicate with co-workers, and business contacts in a courteous and professional manner.
- Ability to prepare clear and concise reports and accurate records.
- Ability to communicate effectively both written and oral.
- Ability to write and format routine business correspondence, reports, documents, manuals, and presentations.
- Ability to maintain required confidentiality.
- Ability to communicate clearly, concisely in both English/Spanish preferred.
- Ability to operate standard office equipment including, but not limited to a personal computer, printer, fax machine, scanner, copy machine, postage machine, etc.

Education & Experience:

- High School diploma or equivalent. Associate Degree preferred.
- Proficiency in computer operations and word processing, spreadsheet, database and presentation software with particular knowledge of the Microsoft Office Suite.
- Two (2) to five (5) years of community outreach experience and/or community event organization experience.

Other Requirements

Incumbent must hold a valid State driver’s license. A criminal background and drug screen must be completed before hire. An official MCAHA Employment Application must be completed and a resume submitted. MCAHA is an equal opportunity employer and adheres to Section 504 of the Rehabilitation Act of 1973 by providing equal access to services, programs and activities for qualified individuals with disabilities.

Physical Demands and Work Environment:

Flexible Schedule; evening and/or weekends will be required on occasion.
Hearing and speaking to exchange information.
Sitting for extended periods of time.
Seeing to read a variety of materials and equipment
Dexterity of hands and fingers to operate a computer keyboard.
Repetitive hand movement related to keyboard use.
Lifting or carrying objects or materials weighing up to 25 pounds.
Bending at the waist, kneeling or crouching to file materials.

EQUAL OPPORTUNITY EMPLOYER

Salary Commensurate To Work Experience. Position is open until filled.

Interested applicants must complete an official agency application available at our main office below or online at www.mcallenha.org Completed applications need to be mailed to:

McAllen Housing Authority

Attn: Executive Director

2301 Jasmine Avenue

McAllen, TX 78501