



Part-Time Relocation Counselor

Job Description

For more than 21 years, CVR's team of professionals has provided technical assistance and program management to affordable housing programs across the country. CVR prides itself on providing extensive training, mentoring, and succession planning to its employees. We continue to expand, adding to approximately 200-member team across the nation. CVR has offices in Atlanta, Chicago, Miami, New York, and Tampa, to name a few.

CVR is looking for a professional, well-organized, compassionate individual with great attention to detail to serve as a Part-Time Relocation Counselor for a period of approximately 15 months. The ideal candidate will have flexible availability as the required work may have peaks and valleys. As a Relocation Counselor, you will be responsible for facilitating the overall relocation process while relocating the residents of the Housing Authority of Texarkana.

The position provides relocation case management, customer satisfaction and service delivery. This position requires an individual who can maintain confidentiality, show initiative, and demonstrate sound decision-making skills. The ideal candidate for this position takes great pride in their work, has effective interpersonal skills, superior oral and written communication skills, and an advanced ability to organize.

Job responsibilities include, but are not limited to:

- Acts as CVR's main point of contact for administering the various phases of the relocation process for residents who currently qualify for relocation services. Oversees the delivery of relocation services and benefits to residents and their families using CVR's best practices and service standards to ensure a high-quality service delivery experience. Proactively provides continuing advice and support to both the Housing Authority and residents, maintaining regular contact throughout the relocation period.
- Conducts a thorough needs assessment at the onset of the relocation process to establish the resident's specific requirements and address any individual needs. Works with the residents and/or family to ensure all needs are understood and met, and adjusts services and counseling to changing needs and conditions throughout the relocation process.
- Guides the residents and family members through the location selection process that best suits the needs of their family, and closely manages and monitors the home-finding process. Performs the timely and accurate input of related data and the management of all opportunities through completion.

- Reviews and evaluates exception requests and challenging situations, and provides solutions to residents in the support of move-based scenarios that arise. Provides recommendations to the resident, Relocation Director, and/or Housing Authority regarding appropriate courses of action when outside of their own scope of authority.
- Responsible for the accurate and timely documenting of conversations, exceptions, move-related expenses and correspondence in CVR's SharePoint system. Maintains file documentation and ensures data integrity. Adheres to CVR's privacy and policies standards at all times.

Job Qualifications

Ideal candidates will meet the following criteria:

- Bachelor's degree preferred
- Bi-Lingual in Spanish
- Direct client interaction and advisory experience preferred
- Proficiency in Microsoft Office suite of products
- Strong oral and written communications skills
- Ability to multitask in a fast-paced environment
- Basic math skills including addition, subtraction, multiplication, division, percentages, and fractions
- Strong attention to detail
- Excellent customer service skills
- Knowledge and ability to use typical office equipment (PC, calculator, etc.)
- Knowledge of the Internet/web
- Willingness to learn about affordable housing policies and Housing Choice Voucher regulations, policies, and procedures
- Ability to interact with staff at all levels while remaining flexible, proactive, and efficient, and to maintain a high level of professionalism and confidentiality
- Ability to work independently, tracking and managing numerous, simultaneous projects
- Ability to exercise independent judgment and problem solving skills
- Ability to compose, edit, and proofread correspondence, summaries, etc.
- Knowledge of general office procedures (e.g., filing, correspondence, scheduling)