**Temporary Eligibility Technician**

**Location: Minneapolis**

**Hours 8:00-4:30pm**

**$18.00/hr.**

**Temporary approx. 4-6 week to cover leave**

**TASKS to be performed:**

* remove messages from voicemail system and return phone calls; answer phone; respond to email inquiries
* meet with participants for annual recertification appointments, interim rent changes, voucher issuance appointments and return of RFTA appointments
* process annual recertification, interim recertification’s and lease ups
* case note files in Visual Homes (VH), as appropriate
* scan documents into the Visual Homes (VH) record as required
* make necessary corrections on errors found via clerical, quality control audits, and other audits
* complete clerical audits on assigned files
* provide coverage to other caseloads, as needed, when an ET is out for the day
* other duties as assigned

**REQUIREMENTS**

High school graduate or equivalency and experience as an Eligibility Technician or a high-school diploma/equivalency with a combination of education and work experience that is substantially equivalent to the skills of an Eligibility Technician, including customer service related experience.

* Knowledge of Section 8 Housing Choice Voucher Programs is helpful but not required of temporary staff
* Knowledge of computer applications (office 365 products such as word, excel, outlook, etc.) & ability to quickly learn Visual Homes software
* Ability to respond with sensitivity to people facing difficult situations
* Ability to effectively communicate with persons of varied economic, social and ethnic backgrounds
* Ability to perform mathematical computations and prepare caseload status reports
* Ability to manage multiple tasks including but not limited to assisting with walk-in visitors, responding to telephone inquiries, processing of the caseload and attending required meetings.