

WE'RE HIRING

Public Housing Specialist

Lenoir City Housing Authority (LCHA) | Full-Time

Lenoir City Housing Authority (LCHA) is seeking a detail-oriented, service-minded Housing Specialist to join our team. In this role, you'll be the first point of contact for many applicants and tenants — guiding them through eligibility, the waiting list, and program requirements with accuracy, compliance, and compassion. If you enjoy meaningful public-service work, have strong organizational instincts, and want to build a career in affordable housing administration, we'd love to hear from you.

Position Summary

The Housing Specialist administers and facilitates the processing of applicants for LCHA's housing programs, including maintaining the waiting list and managing the program admission process. This position requires clear, professional communication with the public and the ability to complete tasks accurately and on time. The role also includes cross-training in accounts payable, accounts receivable, payroll, and work order processing.

What You'll Do

- Interview waiting-list applicants and determine eligibility by verifying income, allowances, and assets in compliance with federal regulations and LCHA policy
- Maintain and annually update Public Housing and USDA Rural Development Program waiting lists
- Process housing applications, conduct credit checks, and contact references
- Explain program and eligibility requirements to applicants and the public
- Prepare and send income-verification requests; verify income with third parties
- Determine program eligibility per HUD regulations and Housing Authority policy
- Notify applicants in writing of eligibility determinations or denials
- Compile statistical data and assist with monthly and annual reporting
- Enter and file data in HUD PIC and USDA MINC reporting portals (daily/monthly)
- Prepare and submit annual and interim tenant recertifications
- Set up new tenants in the system and maintain current tenant files and records
- Answer inquiries from applicants and the public regarding eligibility or waiting-list status
- Complete required job-related training (may include online, offsite, and onsite sessions)

What We're Looking For

- Associate's degree in business or public administration (a combination of related experience and education will be considered)
- At least two years of experience in public housing, social services, or a case-management role
- Working knowledge of federal, state, and local low-income housing laws and regulations
- Strong organizational skills and attention to detail
- Ability to perform rent calculations and general clerical work
- Comfortable conducting interviews and handling confidential information
- Clear verbal and written communication skills
- Proficiency with standard office software (word processing, spreadsheets, databases, presentations) and internet research

You'll Thrive in This Role If You...

- Treat people with respect and work with integrity, even in difficult conversations

- Stay calm and solution-focused under pressure and with competing deadlines
- Take pride in accurate, well-documented, and timely work
- Are a dependable team player who follows through on commitments
- Are adaptable and open to learning new systems and processes

Compensation & Benefits

- Compensation range is \$48,000 – \$58,000
- Employer-provided benefits include:
 - Company-paid Health Insurance, Dental Insurance, Vision Benefit, Life Insurance, AD&D Insurance, and Long-Term Disability Insurance
 - Vacation time accrual
 - Sick time accrual
 - Participation in a Defined Benefit Plan (Tennessee Consolidated Retirement System)
 - Employee savings plan (Empower)
 - Holiday pay

Specifics for these benefits are available on request.

Special Requirements

1. Possession of a current, valid driver's license.
2. Ability to obtain certification as a Property Manager within two years of employment.

How to Apply

Interested candidates should submit a resume and cover letter to the Executive Director: JOBS_LCHA@lcityha.org.

For questions, contact 865-986-8707 or JOBS_LCHA@lcityha.org. Applications will be accepted until the position is filled.

Lenoir City Housing Authority (LCHA) is an Equal Opportunity Employer.