



## HOUSING AND CREDIT COUNSELING, INC.

Phone: 800-383-0217 • E-mail: [hcci@hcci-ks.org](mailto:hcci@hcci-ks.org)

Web: [www.hcci-ks.org](http://www.hcci-ks.org)

*Serving Kansas since 1972*

Federal Tax ID #: 48-0822466

NFCC Member #: 26005

License # CSO.0000003

### **TITLE: TENANT/LANDLORD COUNSELOR/EDUCATOR**

### **REPORTS TO: TENANT/LANDLORD PROGRAM MANAGER**

#### **Primary Responsibilities – Tenant & Landlord Counseling, Education and HCCI Agency Obligations**

- Counsel clients following HCCI's established counseling method;
- Provide accurate and appropriate referrals to housing, housing-related programs, and other resources;
- Present Rental Housing education programs and/or agency overview to a wide range of audiences locally and occasionally statewide;
- Contribute to creation and development of education programs;
- Contribute efforts to ensure publications and reference materials are current and accurate;
- Augment counselor education and/or resources through research and development in specifically assigned project areas, e.g. various codes and ordinances;
- Be actively involved with community groups and affordable housing issues;
- Complete regular and periodic reports and special projects;
- \*If Bilingual Counselor (English/Spanish) - Interpret verbal communication and translate written documents and publications for all HCCI programs;
- Adhere to agency policies and procedures;
- Ability to perform the essential functions of the position, with or without reasonable accommodation(s);
- Perform other tasks as assigned.

#### **Requirements – Skills and/or Competencies Required**

- Ability to learn and retain, within 6 months, the Kansas Residential Landlord & Tenant Act, Kansas Residential Mobile Home Parks Act, Fair Housing Act, Service Members Civil Relief Act, other applicable laws, codes and ordinances as they apply to landlords and tenants. Proficiency expected within 1 year;
- Competence in understanding, interpreting, and communicating procedures, policies, information, ideas and instructions;
- Ability to make sound decisions, solve problems and exercise good judgment; ability to work under pressure and prioritize workload;
- Aptitude to undertake job specific training, pass exams, and complete certifications;
- Capability of delivering classroom education in a public forum;
- Excellent written skills to include grammar, spelling, and punctuation as well as verbal communication skills; accuracy in all work;





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- Computer proficiency to include Microsoft Office Suite and ability to learn HCCI preferred client software;
- Ability to create electronic counseling records and to maintain existing client records;
- Consistently provide excellent customer service;
- Capability to relate and communicate with clients with all levels of income, education, understanding and abilities;
- Comfortable in working environment where grant demands and client load may change frequently, and client issues vary greatly;
- Self-directed with the skill to research issues and community resources for locating possible options for clients;
- Understanding of effective self-help advocacy; comfortable with allowing clients to advocate for themselves;
- Exceptionally reliable and self-motivated due to working in a small department;
- Willingness to travel, on occasion, using personal vehicle and sometimes stay overnight (with mileage and hotel reimbursement);
- Capable of working independently and as an effective team member;
- Confident taking on new projects and pursuing them to timely completion;
- \*If Bilingual Counselor (English/Spanish) – Ability to interpret verbal communication and translate written documents and publications for all HCCI programs.

**HOURS: Full- time 40 hours a week; Non-Exempt**

**Monday – Friday, 8 a.m. to 5 p.m., Occasional evenings or weekends**



***HUD Approved  
Housing Counseling  
Agency***

