Vermont State Housing Authority

One Prospect Street ● Montpelier, Vermont 05602 ● (802) 828-3295 ● careers@vsha.org

NOTICE OF OPEN POSITION

FIELD SERVICES REPRESENTATIVE
Addison County, Vermont

November 16, 2026

Since 1968, the Vermont State Housing Authority has been working to improve and expand access to affordable housing throughout the state. VSHA strategically partners and collaborates with rental property owners, nonprofit organizations, agencies, and municipalities to implement innovative programs that promote housing access and stability for our community members with income-based and other housing assistance needs.

POSTION: The Field Representative functions as VSHA's local representative in locations throughout the state. They promote VSHA's rental assistance programs and generate interest in program participation with landlords and tenants. They meet and collaborate with local agencies-municipalities to further the Authority's mission. This individual will have opportunity to exercise independent judgment and creativity. The Field Rep is required to live in the area of territorial assignment (the Executive Director may waive this requirement).

STATUS: This position is covered by a Collective Bargaining Agreement.

- Pay Grade 9
- FLSA: Non-Exempt
- Salary: $28.95/hour | $60,216/year

ESSENTIAL FUNCTIONS include:

1. Engages with property owners and managers, affordable housing organizations and community service agencies to promote VSHA rental assistance programs.

2. Outlines program requirements, housing search and applicable housing inspection standards to applicants, program participants, property owners and managers.

3. Identifies and provides brief interventions in landlord/tenant issues with the goal of housing retention, making referrals to a variety of social service organizations, as needed.

4. Reviews and acts on Requests for Tenancy Approval confirming rent affordability and reasonableness.

5. Administers and enforces rental assistance contracts with property owners and managers under the various rental assistance programs.

6. In accordance with program requirements, performs initial annual and biennial inspections of units for the rental assistance programs.

7. Performs rental market surveys and evaluates rent reasonableness with approved software.

8. May assume delegated responsibility for a technical duty unique to the Authority.

9. Performs related work as required or as assigned.

REQUIREMENTS

Education:

- Bachelor's Degree.
- Additional experience, as defined below, may be substituted on a year-for-year basis for the bachelor's degree.

Experience:

Two years of work experience in either the public or private housing field, special service or a related field, preferably including public contact.

Skills and Abilities:

1. Knowledge of HUD and VSHA inspection standards, local housing codes and zoning regulations.
2. Knowledge of Vermont leasing practices and tenancy laws.
3. Ability to prepare and present a clear, understandable presentation of the programs administered by the Authority.
4. Knowledge of various social service programs available to low-income families.
5. Familiarity with issues impacting individuals and families with limited income/resources and those who are formerly homeless.
6. Ability to meet goals and objectives set by the Authority within the specific time frame.
7. Ability to use mental resourcefulness, initiative and good judgment to solve problems as they arise.

8. Working knowledge of Microsoft programs including Outlook, Teams, Word and Excel. Ability to learn computerized programs and prepare a wide variety of clear and concise reports.

9. Strong interpersonal skills and ability to communicate effectively orally and in writing.

10. Ability to work effectively with applicants, participants, owners and others under varying levels of stress and agitation; must exercise a high degree of confidentiality, judgement, courtesy and tact and establish and maintain effective working relationships with executives, officials, other employees, other agencies, tenants, property owners/managers, and the general public.

11. Ability to make sound decisions while creating and maintaining professional boundaries.

12. Ability to conduct interviews and participate in informal hearings.

Certifications/Registrations/Licenses

Must possess a valid driver's license, dependable private means of transportation, and carry liability insurance in accordance with VSHA policy.

Training and certification in the National Standard for the Inspection of Real Estate (NSPIRE) within 6 months of date of hire.

Working Conditions/Physical Demands:

- Full-time position, 40 hours per week.

- Office and field environment. Work involves walking, standing, climbing stairs and driving on a regular basis.

- Work is performed in the homes of participants which may include exposure to pests (fleas, bedbugs), hoarding, and squalor.

To Apply: Please submit your application materials (resume, cover letter, and application) to careers@vsha.org or Vermont State Housing Authority, Human Resources, 1 Prospect St., Montpelier VT 05602. The employment application can be downloaded from our website at vsha.org.

Vermont State Housing Authority is an equal opportunity employer. VSHA does not discriminate on the basis of race, color, religion, national origin, sex, pregnancy, age, disability, sexual orientation, gender identity, genetic information, HIV-positive status, ancestry, place of birth, citizenship status, veteran/military status, crime victim status, or any other characteristic protected by federal, state, or local laws. This policy applies to all of VSHA's terms and conditions of employment.