

Fairfax County Government

Housing Services Specialist I

Salary - \$58,043.44 - \$101,575.97 Annually

Location - HOUSING & COMM DEV ADMIN, 3700 PENDER DRIVE, FAIRFAX (FH22), VA

Job Type - FT Hourly W BN

Job Number - 26-01030

Department - Housing & Community Dev

Opening Date - 07/11/2026

Closing Date - 7/17/2026 11:59 PM Eastern

Pay Grade - S20

Posting Type - Open to General Public

To apply: <https://www.governmentjobs.com/careers/fairfaxcounty/jobs/5400536/housing-services-specialist-i?keywords=Housing%20Services%20Specialist%20I&pagetype=jobOpportunitiesJobs>

Job Announcement

Make a difference – join our team to empower communities and build futures!

The Fairfax County Department of Housing and Community Development works in partnership with the Redevelopment and Housing Authority to serve the people of Fairfax County by creating housing opportunities to promote inclusive and thriving communities. Help make our vision of a community everyone can afford to call home a reality!

Our Rental Assistance Division is seeking a dedicated and detail-oriented housing services specialist to join our team. This position plays a key role in supporting state-funded rental assistance programs, including the State Rental Assistance Program (SRAP) and Permanent Supportive Housing (PSH).

This position maintains accurate and timely data entry in the department's systems of record. Under limited supervision, assists in receiving and processing participant referrals from the Department of Behavioral Health and Developmental Services (DBHDS) in accordance with state and agency requirements.

This position requires strong interpersonal skills and the ability to communicate clearly, professionally, and compassionately with clients, service providers, and team members. This role is essential in ensuring program integrity and high-quality service delivery. If you are organized, collaborative, and committed to serving your community, we encourage you to apply.

Key responsibilities include:

- Ensures sensitive information is entered accurately and promptly in the system of record.
- Performs quality control.
- Coordinates with the partner agency to support the selection and notification of waitlist applicants for eligibility determination.
- Assists professional staff with routine tasks such as program outreach, client contact, and obtaining program documentation.
- Provides timely and accurate responses to customer inquiries, ensuring all clients feel heard, respected, and supported.
- Maintains a high level of professionalism when working with individuals from diverse backgrounds, including those who may be in crisis or experiencing housing instability.
- Exercises patience, empathy, and sound judgment when handling sensitive or challenging situations.
- Delivers consistent, high-quality customer service in person, by phone, and through written communication.

Read about Fairfax County Department of Housing and Community Development, click [here](#). Review the Fairfax County Redevelopment and Housing Authority reports, click [here](#).

NOTE: This position is grant funded and the salary is competitive within the scope of the funding available and is subject to the terms and conditions of the grant.

We are committed to the One Fairfax Policy by intentionally considering equity when making policies, delivering programs and services, considering diverse ideas and perspectives, and communicating with transparency in the decision-making processes. Click [here](#) to learn more about the One Fairfax policy.

Fairfax County Government offers a thriving career and workplace culture. Watch these videos to learn more:

- Click [here](#) to watch a video on working for Fairfax County Government
- Click [here](#) to watch a video on benefits offered by Fairfax County Government

Employment Standards

MINIMUM QUALIFICATIONS:

[Any combination of education, experience, and training equivalent to the following:](#)(Click on the aforementioned link to learn how Fairfax County interprets equivalencies for "Any combination, experience, and training equivalent to")

Graduation from an accredited four-year college or university with a bachelor's degree in sociology, psychology, public or business administration, counseling or a related field.

NECESSARY SPECIAL REQUIREMENTS:

The appointee to this position will be required to complete a criminal background check to the satisfaction of the employer.

PREFERRED QUALIFICATIONS:

- Experience performing accurate and high-volume data entry in a fast paced environment.
- Experience and proficiency utilizing data management software, case management systems, or database platforms (such as YARDI, Housing Pro, or similar systems).
- Strong attention to detail with the ability to identify and correct data inconsistencies or errors.
- Demonstrated ability to handle confidential information responsibly and in compliance with agency policies.
- Excellent customer service skills, including the ability to communicate clearly, patiently, and professionally with experience providing customer service to diverse populations, including individuals experiencing housing instability or crisis.
- Experience working in social services, housing programs, or other public service environments.
- Strong organizational skills and the ability to manage multiple tasks and priorities.
- Ability to explain program processes and requirements to clients in an accessible and supportive manner.
- Bilingual or multilingual skills are a plus, especially in languages commonly spoken in the service area.
- Proficiency in standard office software such as Microsoft Office (Excel, Outlook, Word).

PHYSICAL REQUIREMENTS:

Ability to read information on a computer monitor; effectively communicate; operate keyboard-driven equipment and computer. Work is generally sedentary in nature; however, incumbent is required to frequently move about to perform office work such as accessing files, attending meetings, making presentations, operating general office equipment, and performing other essential job duties; may be required to move items up to approximately 15 pounds in weight. All duties performed with or without reasonable accommodations.

SELECTION PROCEDURE:

Panel interview and may include exercise.

Fairfax County is home to a highly diverse population, with a significant number of residents speaking languages other than English at home (including [Spanish, Asian/Pacific Islander, Indo-European, and many others.](#)) We encourage candidates who are bilingual in English and another language to apply for this opportunity.

Fairfax County Government prohibits discrimination on the basis of race, color, religion, national origin, sex, pregnancy, childbirth or related medical conditions, age, marital status, disability, sexual orientation, gender identity, genetics, political affiliation, or military status in the recruitment, selection, and hiring of its workforce.

Reasonable accommodations are available to persons with disabilities during application and/or interview processes per the Americans with Disabilities Act. TTY 703-222-7314. DHREmployment@fairfaxcounty.gov EEO/AA/TTY.