



Job Description: Doorway Housing Portal Housing Application Technician (HAT)

Position Details

- Status: Non-exempt
- Compensation: \$27 - \$29/hour
- Hours: Full-time (40 hrs/week)
- Location: Remote (Work from Home)
- Reports To: Teresa Martinez, Gonzales, Owner/Principal
- Schedule: Monday–Friday, 8:00 a.m.–5:00 p.m. (PST)

Doorway Housing Portal Help Desk

HousingINC provides user support services for the Bay Area Housing Finance Agency's (BAHFA) Doorway Housing Portal (DHP) Help Desk. The DHP is an online resources that helps housing seekers find, apply, and prepare for placement in affordable housing. DHP streamlines, centralizes and standardizes marketing, application and lottery processes for all nine Bay Area Counties, excluding San Francisco.

The DHP Help Desk focuses on resolving technical issues related to general inquiries, application-specific questions, and lottery processes. Additionally, the Help Desk will serve as a housing resource, providing referrals as needed, including but not limited to emergency rental assistance, fair housing & affordable housing complaints, domestic violence shelter referrals, and more.

Role Summary: Help Desk & Lottery Operations

The DHP Housing Application Technician (HAT) ensures data integrity and operational accuracy across DHP processes. This role supports the Customer Service Technician (CST) and BAHFA by validating digitized paper applications, against DPP application records, executing deduplication, preparing public lottery reports, and administering applicant notifications, and supporting the CST as needed. The HAT also produces a monthly report to inform continuous improvement of the paper-application digitization workflow.

Key Responsibilities

The DHP HAT will utilize Sharepoint and other Microsoft Suite products to undertake the following tasks and meet task deadlines:

Data & Paper-Application Quality

- Review PDF scans of paper applications provided by BAHFA and compare line-by-line with the corresponding DPP application record.
- Correct and finalize DPP records to ensure 100% field-for-field accuracy with the source PDF.
- Produce and deliver the Paper Application Digitization Report monthly, highlighting error types, error rates, and process improvements.

Post-Listing Deduplication

- After each listing closes, review DPP-flagged potential duplicates; validate and mark each as valid or duplicate per BAHFA policy.
- Notify BAHFA when deduplication is complete and maintain an audit trail of decisions.

Lottery Management

- As needed

Lottery Reporting

- Following BAHFA's lottery run (after prerequisite tasks are confirmed complete), prepare the Public Lottery Report per BAHFA policy and DPP user-manual standards; publish/share according to procedure.

Applicant Communications (Paper & System-Wide)

Late/Incomplete Applications:

- Short-term: work with the CST to generate letters using provided template and mail back original application with explanation via USPS.
- Long-term: using the late/incomplete log, send email or USPS notices, with the CST, stating the specific reason (late or incomplete).

Confirmation & Results (Paper Applicants):

- After listing close (and lottery, if applicable), send GovDelivery and USPS communications, with the CST, with application confirmation and the public lottery report.

Out-of-System Lotteries (All Applicants):

- When lotteries occur outside of Doorway, coordinate GovDelivery and USPS lottery notifications and Public Lottery Report, with the CST, to all affected applicants (paper and digital).

Operations & Help Desk Support

- Provide back-up support, when needed, to Customer Service Technician (CST) to ensure smooth ticket/data handoffs, consistent definitions, and shared SLAs.
- Contribute to Help Desk service quality by documenting data standards, drafting scripts/templates, and suggesting workflow improvements aligned with DHP's mission.

Minimum Requirements

- At least 5 years of progressively responsible experience in affordable housing program administration or property management – including application processing, and waitlist and lottery management.



info@housinginc.org

www.housinginc.org

- Proficiency in data entry, document review, and database systems (such as Salesforce, DPP, or similar application platforms); ability to maintain high data accuracy while managing large volumes of information.
- Demonstrated ability to review applications line-by-line and identify discrepancies, missing documentation, or data inconsistencies with exceptional accuracy.
- Ability to generate and interpret error reports, quality-control metrics, and other data tracking tools.
- Excellent written and verbal communication skills, including the ability to provide clear and respectful responses to applicants, partners, and public agencies.
- Background in customer support service and commitment to providing high-quality, empathetic, and equitable service to diverse populations, including individuals with limited English proficiency or disabilities.
- Ability to work independently in a remote setting, meet deadlines, and collaborate effectively with a distributed team across multiple jurisdictions.

Preferred Qualifications

- Strong understanding of local, state, and federal affordable housing programs—including inclusionary housing, income certification processes, tenant preferences, and fair housing laws—particularly as they apply to the Bay Area.
- Prior experience with the Doorway Housing Portal (DHP) or other regional housing application systems.
- Familiarity with multi-jurisdictional affordable housing placement efforts.
- Experience using GovDelivery, ZenDesk, SharePoint, or document management tools.
- Bilingual proficiency (especially in Spanish, Mandarin, Vietnamese, or Tagalog) is highly desirable.