The Mission, Vision, and Values of Sacramento Steps Forward (SSF) is to end homelessness through leadership, convening partners, data-driven best practices, and improving system performance. Our vision is an equitable community where everyone has a safe place to call home. With focus on Equity, Transparency, Continuous Learning, Human-Centered, Community-Inspired Solutions.

The HMIS Customer Support Specialist supports the operations of the Homeless Management Information System (HMIS) by providing day-to-day support to internal and external system users.

The HMIS Customer Support Specialist functions include technical and analytical support to the HMIS Program Manager on administrative support activities related to the HMIS access; data quality and database cleansing projects, creating and revision of forms and other tools to ensure compliance with US Department of Housing and Urban Development (HUD) regulations governing HMIS.

SSF embraces technology to develop ongoing efficiencies. Currently the office is remote and is looking to be a hybrid operation in the future. This position will be required to report to the office periodically.

Evidence of COVID-19 vaccination will be required as a condition of employment and is mandatory for all SSF staff-full-time, part-time, and independent contractors. Vaccination documentation must be provided to SSF no later than the first day of employment. Vaccination information is completely confidential between the staff member and HR. Reasonable accommodations will be considered as needed.

**Essential Duties and Responsibilities:** include the following. Other duties may be assigned.

**Clerical, Administrative, and Customer Support:**
- Provides clerical and administrative support to the HMIS Program Manager.
- Provides daily support to system users via email, phone, and video conferencing.
- Provides daily support to system users with 1:1 session.
- Enhances processes to streamline various types of implementations, i.e., user accounts, training, programs, and internal workflows.
- Provides staff support to HMIS committees and workgroups including meeting announcements, agenda preparation in consultation with the HMIS Program Manager, taking meeting minutes, and preparing other meeting materials.

**System Oversight and Operations:**
- Provides user training and technical support to Partner Agencies and system users to ensure proper use of HMIS, including answering questions and conducting 1:1 training session.
- Conducts regular reviews to monitor overall system utility.
- Creates project forms, develops documentation, and other key tools used by Partner Agencies.

**Relationship Building:**
- Ability to think objectively and work effectively with others.
- A passion for working with people excited with data.
- Works closely with internal and external system users to maximize data effectiveness.
- Excellent people skills, specifically a capacity for collaboration and team problem solving.
- Skills supporting a culture of teamwork.
- Creativity, initiative, and flexibility in decision making.

**Other Responsibilities:**
- Regular, predictable attendance is required.
- Ability to get along and work effectively with others.
Ideal candidates will possess the following knowledge, skills and abilities:

- Willingness to understand the technical aspects and core policies and procedures of HMIS and the Continuum of Care (CoC).
- Experience with database software, including Microsoft Office Suite, Google Suites, and Project Management products.
- Strong written and oral communication skills including the ability to express technical concepts clearly to both technical and non-technical audiences.
- Experienced in presenting to groups and training capabilities.
- Demonstrated commitment to honesty, integrity, and transparency.
- Ability to read, analyze, interpret, and write general business periodicals.
- Ability to effectively present information and respond to questions.
- Ability to work with mathematical concepts and apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.

Education and/or Experience:
Bachelor’s degree (B.A. or B.S) from an accredited four-year college or university. Minimum of at least one related experience in customer service, direct services or related. Or, an equivalent combination of experience and training in lieu of education.

Compensation and Benefits:
Compensation range DOE.
Full-time, non-exempt position with benefits; health, dental, and vision, 401k, accrued time off and paid holidays.

To Apply:
If you qualify, please submit your application, cover letter, and resume to jobs@sacstepsforward.org; once submitted we will be in contact with you. You will find the employment application HERE.

The position will be open until filled. Please do not contact Sacramento Steps Forward Directly. No phone calls or personal visits will be accommodated without an appointment. Staffing and recruiting agency please do not respond.

We strive for inclusivity, equity, and diversity by attracting extraordinary people from diverse backgrounds and lived experiences. We seek to employ an all-star team of people who vary by their race and ethnicity, gender identity, sexual orientation, nationality, age, culture, religion, veteran status, physical and mental abilities. We promote equal opportunity in the recruitment, selection, training, compensation, promotion, and benefits of all employees.

Sacramento Steps Forward is committed to the principles of being an equal opportunity employer. Sacramento Steps Forward organizational policies, practices, programs, activities and decisions regarding employment are not based on a person’s race, color, sex, age, sexual orientation, gender identity, religion, national origin, disability, veteran status, parental status, housing status, or other protected status, in accordance with applicable law.

Sacramento Steps Forward is committed to the full inclusion of all qualified individuals. In keeping with our commitment, Sacramento Steps Forward will take the steps to assure that people with disabilities are provided reasonable accommodations. Accordingly, if reasonable accommodation is required to fully participate in the job application or interview process, to perform the essential functions of the position, and/or to receive all other benefits and privileges of employment, please contact jobs@sacstepsforward.org.
HMIS CUSTOMER SUPPORT JOB POSTING