

Metropolitan Council

HRA Coordinator

SALARY

\$35.37 - \$57.41 Hourly

\$73,569.60 - \$119,412.80 Annually

LOCATION

390 Robert St. N St. Paul, MN

JOB TYPE

Full-Time

JOB NUMBER

2025-00303

DIVISION

Community Development

OPENING DATE

10/07/2025

CLOSING DATE

10/20/2025 11:59 PM Central

WHO WE ARE

We are the Metropolitan Council, the regional government for the seven-county Twin Cities metropolitan area. We plan 30 years ahead for the future of the metropolitan area and provide regional transportation, wastewater, and housing services. [More information about us on our website.](#)

The **Community Development Division** is responsible for the Council's regional long-range planning efforts; planning and technical assistance to local governments; planning for and funding the regional parks and open space system; delivering rent assistance through the Metropolitan Housing and Redevelopment Authority; and delivering the Livable Communities Act grant programs.

We are committed to supporting a diverse workforce that reflects the communities we serve.

In Community Development, we have set the following goals to guide our work:

- Our division builds competency, takes meaningful actions, and creates the necessary infrastructure to advance racial equity.
- Our division's workplace culture is diverse, and inclusive, and empowers employees of color.

Metropolitan Council Housing and Redevelopment Authority (Metro HRA) administers the federal Housing Choice Voucher program and related programs on behalf of nearly 100 suburban and rural communities throughout Anoka, Carver, and most of suburban Hennepin and Ramsey counties. Metro HRA serves low-income seniors, families, and households, as well as individuals living with disabilities.

How your work would contribute to our organization and the Twin Cities region:

The **HRA Coordinator** is the primary contact for clients seeking and receiving rent assistance services through the Council's Housing and Redevelopment Authority. The HRA Coordinator provides program information, applies appropriate regulations and procedures, and determines accurate rental assistance payments specific to the Housing Choice Voucher program.

Notice: This recruitment may establish a six (6) month eligibility list for current and future vacancies if we have multiple, qualified candidates. If you are determined to be a qualified candidate and not hired for the initial vacancy, you will be notified of your placement on the eligible list. Placement on the eligible list does not guarantee you a job with the Council.

This position is eligible for a hybrid (a combination of remote and onsite) telework arrangement. The candidate's permanent residence must be in Minnesota or Wisconsin.

What you would do in this job

- Conduct annual re-certifications, and interim income changes, and determine household eligibility for housing assistance by verifying income, assets, and eligible expenses while meeting all agency deadlines.

- Process leasing documents for new and re-exam households. This includes collaboration with assigned inspector(s) to ensure compliance with inspection standards, explaining or clarifying lease and contract terms to all stakeholders, and negotiating rent.
- Explain program features and options to participants and make appropriate determinations related to subsidy standards, portability, interventions, and other options that may apply.
- Assume primary responsibility for the reasonable accommodation process including oversight of the request, required documentation, and submission to the Manager for final review.
- Provide information and referral services for housing issues that may include the location, accessibility, or affordability. Information and referrals should promote choice and resident preferences, as needed.
- Maintain an effective and professional interpersonal relationship with internal and external stakeholders.
- Identify potential fraud or program abuse by applicants, participants, and owners through an active interviewing, thorough review of verifications, or third-party resources. Take action to correct identified problems or concerns and/or make a recommendation to the Manager for termination of assistance.
- Prepare required documentation and appointments for informal hearings and/or court hearings as required. Participate in informal hearings as appropriate.
- Review regular reports in areas of responsibility and alert the Manager in a timely manner of issues that may have administrative, legal and/or political implications.
- Attend training seminars, workshops, and meetings to keep informed of new procedures and policy changes, as applicable.
- Perform other related duties, as assigned.

What education and experience are required for this job (minimum qualifications)

Any of the following combinations of completed education (in Housing, Urban Studies, Social Work, Education, Psychology, Sociology, or related field) and experience in rent assistance or social services field determining program eligibility:

- Bachelor's degree or higher with two years of recent experience
- Associate's degree with four years of recent experience

- HS Diploma/GED with six years of recent experience

What additional skills and experience would be helpful in this job (desired qualifications):

- Experience explaining governmental programs to, and determining eligibility for, participants and applicants.
- Recent (within the last three years) experience with Housing Choice Voucher program or a similar subsidized housing program.
- Bilingual or multilingual - able to communicate fluently in English AND one or more other languages.
- Experience working with diverse populations of internal and external customers.

What knowledge, skills and abilities you should have within the first six months on the job:

- Knowledge of housing and redevelopment-related state and federal programs, rules, regulations, policies, and procedures.
- Knowledge of racial and social equity and ability, or growth capacity, to participate in conversations about race and equity. Ability to be open to opportunities to integrate equity initiatives into the housing work.
- Ability to effectively manage multiple tasks, prioritize work to meet critical deadlines, and work independently while maintaining a high degree of accuracy.
- Ability to work with participants from diverse backgrounds, possession of public speaking, conflict resolution and negotiation skills.
- Proficient in Microsoft Word, Excel, and Outlook.
- Proficiently navigate through HRA Software.
- Ability to apply concepts of arithmetic and calculate figures and amounts such as discounts, interest, rates, ratios, and percentages.
- Ability to communicate effectively both verbally and in writing using a person-centered approach and maintain positive working relationships with program participants, landlords and community partners.
- Ability to identify problems, analyze issues and implement resolutions, and to handle difficult situations in a professional manner for both internal and external customers or clients.

What you can expect from us:

- We offer the opportunity to make a difference and positively influence the Twin Cities metropolitan area.
- We encourage our employees to develop their skills through on-site training and tuition reimbursement.
- We provide a competitive salary, excellent benefits and a good work/life balance.

[More about why you should join us!](#)

Additional information

Union/Grade: AFSCME/Grade F

FLSA Status: Non-Exempt

Safety Sensitive: No

What your work environment would be:

You would perform your work in a standard office setting. Work may sometimes require travel between your primary work site and other sites.

What steps the recruitment process involves:

1. We review your minimum qualifications.
2. We rate your education and experience.
3. We conduct a structured panel interview.
4. We conduct a selection interview.

Once you have successfully completed the steps above, then:

If you are new to the Metropolitan Council, you must pass a background check which verifies education, employment, and criminal history. A driving record check and/or physical may be conducted if applicable to the job. If you have a criminal conviction, you do not automatically fail. The Metropolitan Council considers felony, gross misdemeanor and misdemeanor convictions on a case-by-case basis, based on whether they are related to the job and whether the candidate has demonstrated adequate rehabilitation.

If you are already an employee of the Metropolitan Council, you must pass a criminal background check if the job you're applying for is safety sensitive, is a supervisory or management job, is in the Finance, Information Services, Audit, or Human Resources

departments, or has access to financial records, files/databases, cash, vouchers or transit fare cards. A driving record check and/or physical may be conducted if applicable to the position.

IMPORTANT: If you make a false statement or withhold information, you may be barred from job consideration.

The Metropolitan Council is an Equal Opportunity, Affirmative Action, and veteran-friendly employer. The Council is committed to a workforce that reflects the diversity of the region and strongly encourages persons of color, members of the LGBTQ community, individuals with disabilities, women, and veterans to apply.

If you have a disability that requires accommodation during the selection process, please email HR-OCCHealth@metc.state.mn.us.

Employer

Metropolitan Council

Address

390 Robert St. N.

St. Paul, Minnesota, 55101

Website

<https://metro council.org>

HRA Coordinator Supplemental Questionnaire

***QUESTION 1**

Applicant Instructions: The supplemental questions listed below are to further evaluate your education and experience and to determine your eligibility for this position. Answer each question completely, and please do not type "see resume" otherwise your application will be considered incomplete, and you will not receive further consideration for this position. The experience you indicate in your responses should also be consistent with the Work History section of this application. If you attach a resume and/or cover letter to your application, it will be reviewed at the education and experience review step. I have read and understand the above instructions regarding supplemental questions.

Yes

No

***QUESTION 2**

How did you first hear about this job opening?

CareerForce Center

Community Event/Organization

Employee Referral

Facebook

Glassdoor

Indeed

Job Fair

LinkedIn

Metro Transit Bus Advertisement

Twitter

Website: governmentjobs.com

Website: metrocouncil.org

Website: metrotransit.org

Website: minnesotajobnetwork.com

Other

***QUESTION 3**

If you selected 'Other', please describe where you first heard about this job. if you selected 'Employee Referral' please enter the employee's first and last name, ID number (if known), and job title. Type N/A if not applicable.

***QUESTION 4**

Please select the option that indicates your education and experience level.

A Bachelor's degree, or higher, in Housing, Urban Studies, Social Work, Education, Psychology, Sociology, or related field AND at least two years of recent experience in rent assistance or social services field determining program eligibility

An Associate degree in Housing, Urban Studies, Social Work, Education, Psychology, Sociology, or related field AND at least four years of recent experience in rent assistance or social services field determining program eligibility

High school diploma or equivalent AND at least six years of experience in rent assistance or social services field determining program eligibility

Some education in Housing, Urban Studies, Social Work, Education, Psychology, Sociology, or a related field AND/OR some experience in rent assistance or social services field determining program eligibility, but less than the options above

None of the above

***QUESTION 5**

Please describe your recent experience in rent assistance or social services field determining program eligibility. Include where you obtained this experience, job title, number of years in each position and a general description of your job duties. If you do not have this experience, indicate "N/A."

***QUESTION 6**

Please select the areas below that apply to you.

Experience explaining governmental programs to, and determining eligibility for, participants and applicants

Recent (within the last three years) experience with the Housing Choice Voucher program or a similar subsidized housing program

Ability to communicate fluently in English AND one or more other languages

Experience working with diverse populations of internal and external customers

None of the above

***QUESTION 7**

If you answered that you have experience explaining governmental programs to, and determining eligibility for, participants and applicants; please describe your experience. If this does not apply, indicate "N/A."

***QUESTION 8**

If you answered that you have recent (within the last three years) experience with the Housing Choice Voucher program or a similar subsidized housing program; please describe your experience. If this does not apply, indicate "N/A."

***QUESTION 9**

If you are bilingual or multilingual, please indicate the language(s) other than English that you read, write and/or speak. If you do not read, write and/or speak any language(s) other than English, please indicate "N/A."

***QUESTION 10**

The Metropolitan Council HRA is committed to providing quality services to those seeking rental assistance services. Please describe the most significant paid, volunteer, or personal experiences that you believe demonstrate your ability to interact with people from various racial, cultural, or ethnic backgrounds. If you do not have this paid or volunteer experience, please indicate "N/A."

***QUESTION 11**

At the Metropolitan Council, Community Development division employees actively work to advance equity as part of the division's commitment to public service and as co-workers within the division. They value integration of equity in their work and equitable outcomes throughout the region. Describe how you have advanced equity within your work and/or personal experiences. If you do not have this experience, please indicate "N/A."

*** Required Question**