

***“To provide and sustain decent social and affordable housing opportunities promoting stability and supporting social mobility.”***

## **Support Service Assistant**

The Housing Authority is currently seeking to recruit a motivated person to fill position above on an indefinite contract basis. The recruited employee will form part of a team assisting within the Customer Care Section at Housing Authority Gozo Branch.

The role will mainly involve responding promptly to customer queries via telephone, emails and in-person. The employee will be supporting clients, by addressing their queries, concerns and guiding them on applications, whilst maintaining positive customer relationships, and ensuring customer satisfaction.

Applicant must be able to work independently, collaboratively, and in a fast-paced environment. It will be necessary to demonstrate the ability to prioritize workloads and multi-task effectively. This position will appeal to individuals with a strong commitment to teamwork and cooperation and ability to manage and interact with all levels within the Authority.

**Applicants must be in possession of:**

- 1.**
  - a. Fluent and able to communicate effectively in Maltese and English language and has basic numeric knowledge; and**
  - b. Full ECDL/ICDL Certificate (7 Modules – may be obtained within 3 months from the date of employment); and**
  - c. School Leaving Certificate.**

**Or**

- 2.**
  - a. 5 years of relevant work experience and service at the Housing Authority**

**Interested candidates are invited to submit a letter of application including a detailed CV to the Human Resources Section via email on [vacancies.ha@ha.gov.mt](mailto:vacancies.ha@ha.gov.mt).**

An Interviewing Board will be set up to decide which application merits approval.

*JobsPlus Permit : 198/2026*