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| <u>Position:</u> | Rental Case Processor |
| <u>Department:</u> | Rental Assistance Department |
| <u>Reports to:</u> | Rental and Mortgage Assistance Manager |
| <u>Work Schedule:</u> | Generally , 8 a.m. to 4:30 p.m., Monday through Friday Some evening and weekend hours required. |
| <u>FLSA Status:</u> | Full Time/Non-Exempt/Remote |
| <u>Salary Range:</u> | \$20 to \$22/Hour - Depending on Experience |
| <u>TERM LIMITATION:</u> | This position is guaranteed through September 2023, and the continuation of this position beyond this time will depend on the availability of grant funding. |

Description:

In June of 2021, Brothers Redevelopment started administering the Emergency Rental Assistance Program funded entirely by the City and County of Denver. The ultimate goal is to mitigate displacement by assisting low- and moderate-income residents experiencing a housing crisis maintain stability and preserve affordable housing. The Rental Case Processor will determine eligibility, assist clients in gathering required supporting documents and process financial assistance. **This position is guaranteed through September 2023.**

Essential Duties and Responsibilities:

- Understand the Emergency Rental Assistance Program Scope of Services grant guidelines and requirements.
- Communicate with clients to ensure application is complete and all supporting documentation has been submitted.
- Communicate with landlords to explain Emergency Rental Assistance Program process, verify that they will accept payment, confirm payee name and address.
- Facilitate ongoing discussions with clients about their plan of sustainability.
- Refer clients to budget/credit workshops, which will provide an educational service to increase financial literacy, as needed or requested.
- Complete check requests so that rental/utility assistance can be processed.
- Staff must be able to empathize, assume that all clients are coping with the effects of trauma and modify delivery of services accordingly.
- Effectively deal with emotional, angry and/or upset callers or clients.
- Maintain a thorough knowledge and understanding of tenant/landlord rights and the eviction process.
- ***Confidentiality is required when working with clients.***
- Decipher rent ledgers and use basic math skills (percentages) to calculate amount owed so that financial assistance is processed in the correct amount.
- Calculate income based on income documents provided

- Record detailed case notes throughout service period and ensure consistent, accurate entries into agency database.
- Maintain organized electronic files.
- Attend trainings and Denver meetings as necessary.
- Other duties as assigned.

Qualifications:

Bilingual Spanish is strongly preferred. The ideal candidate will have a passion for client advocacy and must work well in a fast-paced environment. Must be able to communicate effectively with many audiences, including clients, landlords, and partnering agencies. Candidate must also possess the ability to prioritize and manage multiple tasks simultaneously as well as work in a team environment, effectively troubleshooting when problems arise. Candidate must be proficient using computers (Microsoft Office & Outlook). Candidate must possess strong communication skills, both verbally and writing, to best represent the agency in interactions with employer/employee groups, professional groups, and public interest groups.

Experience/Education:

Bachelor's Degree is strongly preferred. A minimum of at least one year of case management experience with demonstrable delivery of exceptional customer service both in person and over the phone. Candidate should have a broad knowledge of and experience using computers, word processing software, database, and spreadsheet applications, as well as online data systems/platforms.

Physical Demands:

The work is primarily sedentary. Work may require some lifting, bending, stooping, and carrying of light items such as papers, mail, and files. It will also require some walking and standing. On occasion, there will be travel to and from meetings away from the work site, which may entail carrying materials and driving a motor vehicle. Additionally, occasional evening and weekend event participation will be required.

Work Environment:

This work will be performed remotely 90-100% of the time. Once COVID-19 workplace restrictions are lifted, it is possible that you will be required to work in an office setting. **You will be required to log hours worked and be online during scheduled work time.**

Brothers offers the following benefits: 403B with 3% match, Dental Insurance, Health Insurance, Paid time off including vacation, sick and personal leave; plus, paid holidays, Life Insurance, Vision Insurance, and a strong working environment.

Brother's Redevelopment- Our Mission

Established in 1971, Brother's Redevelopment provides housing and housing-related Services for the Colorado's low-income, elderly, and disabled residents.

Brother's Redevelopment- Our Strategy

Fulfill our mission by growing sustainable revenue streams, developing advantageous alliances, and creating a compassionate and sustainable organization.

ADDITIONAL INFORMATION:

This job description in no way states or implies that these are the only duties to be performed by the employee filling this position. Employee will be required to follow any other job-related instructions and to perform any other job-related duties requested by management. Management has the right to add to, revise, or delete information in this job description. Reasonable accommodation will be made to enable qualified individuals with disabilities to perform the essential functions of this position.

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship.

Employee's Signature

Date

Employee's Printed Name