
Full Job Description



POSITION TITLE: Rental Case Processor

DEPARTMENT: Rental Assistance Department

REPORTS TO: Rental and Mortgage Assistance Manager

WORK SCHEDULE: 8 a.m. to 4:30 p.m., Monday through Friday
Some evening and weekend hours required.

FLSA STATUS: Full Time/Non-Exempt/Remote

COMPENSATION: Up to \$20-\$22/Hour- Depending on Experience

TERM LIMITATION: This position is grant funded through December 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 December 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 and maintain high volume case review and approvals.
- 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 in 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% 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.***

MENTAL DEMANDS:

- Most of the duties are varied and regularly require analysis, comprehension, or limited judgment and discretion. Some of the duties may not conform to standard practices requiring the use of the analysis and interpretation to resolve problems.
- Requires the use of mathematical skills.
- Requires continuous concentration, alertness, and attention to detail.
- Requires an intermediate level of accounting and mathematical abilities.

PHYSICAL DEMAND CLASSIFICATION:

PHYSICAL AND COMMUNICATION DEMANDS:

- Constant (67-100%): Forward reaching, grasping, handling, fingering, vision, hearing, sight with color perception, writing or composing in the English language, reading.
- Frequent (34-66%): Sitting, talking to coworkers, talking on the phone, responding to written/verbal requests from coworkers, responding to written/verbal requests, receiving verbal instructions, receiving written instructions.
- Occasional (1-33%): Standing, walking, stair climbing, bending, squatting, kneeling, stooping, crouching, climbing, twisting, side bending, over-head reach, talking to customers, written communication to customers.

DESCRIPTION OF TASKS:

- *Pushing/Pulling: Occasional pushing/pulling is required when the employee is using hand truck to move files or office supplies. Force pounds were estimated to be up to 25#.*

- *Lifting/Carrying: Occasional lifting/carrying is required when the employee is moving files, boxes, and office supplies. Force pounds were estimated to be up to 25#.*
- *Sitting: The employee sits constantly at a workstation or desk.*
- *Standing/Walking: Alternate standing and walking is performed occasionally when employee is walking to make copies at the copying machine, faxing documents, or going to assist others in the company.*
- *Climbing: Climbing is performed when the employee needs to climb onto a step stool to reach items on shelves.*
- *Bending/Stooping/Crouching: Forward torso bending, stooping, and crouching may be preference of the worker when reaching or material handling at lowered work surfaces, and/or reaching for items on the lower shelves.*
- *Squatting/Kneeling: These techniques can be used by the employee when performing lifting, carrying, or with position tolerance tasks. Squatting/kneeling can be applied up to 1/3 of the workday.*

This position has regular verbal and written contact with administrative personnel, middle, and senior management. The nature of these communications ranges from a routine exchange of information to a process of securing information and/or responding to inquiries where explanation and discussion may be required using judgment.

EQUIPMENT, MACHINES, TOOLS USED:

Computer, computer software, scanner, printer, telephone, copier, facsimile machine, calculator, postage machine, paper cutter, and hand truck. May use other equipment as required for the position.

DESCRIPTION OF WORK ENVIRONMENT:

Environmental Exposure:

Inside: 90-100%

Work is performed primarily indoors unless employee is required to go out of the office on errands. Employee will be in contact with chemicals (i.e., toner for copier and facsimile machines), and materials (i.e., paper) normally found at offices. Employee will also be exposed to minimal noise and vibration.

Vision and Hearing:

Must be able to clearly see the computer monitor with or without corrected vision. Must be able to judge or distinguish distance and space relationships.

Must be able to hear within a normal range with or without a hearing device.

BENEFITS:

403B with 3% match, Health Insurance, Dental Insurance, Vision Insurance, Life Insurance, Paid time off including vacation, sick and personal leave; plus, paid holidays; and a solid 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.