



## Job Announcement

Posted: 12/03/2021

### *Rent Relief Specialist*

*ACCESS is an energetic, diverse, and compassionate team that creates positive change in the community every day. If you are dedicated, hardworking and have a passion for helping others, ACCESS is the place for you!*

<b>Job Title:</b>	Rent Relief Specialist (Non-Exempt)
<b>Job Hours:</b>	Full time Temporary position lasting through 9/2022
<b>Salary:</b>	\$16.50 per hour (+\$2.00 per hour bilingual differential)

#### **Position Summary**

The Rental Relief Specialist works directly with participants to assist them determining program eligibility. The purpose of this position is to assist families and individuals applying to receive services through ACCESS with the goal of housing stability.

#### **Position Duties & Responsibilities**

- Return phone calls, respond to website inquiries, process, and review program applications according to ACCESS program procedures, accurately and in a timely manner.
- Interview and screen participants, and work with Rent Relief Supervisor to determine participant eligibility for Federal and State Assistance programs. This includes, but is not limited to security deposits, rental assistance, energy assistance and emergency assistance using predetermined criteria.
- Ensure that participant files are maintained, and data entry is completed in an accurate and timely manner, utilizing internal and grant funding databases and filing systems, in accordance with the program's criteria and process.
- Accuracy and attention to detail within all aspects of working with the participant, including but not limited to keeping clear and current case notes; providing correct coding on vouchers; providing correct information for other types of reporting.

#### **Primary Requirements**

- Belief in ACCESS' mission to provide food, warmth, and shelter.
- 2 years of customer service experience/direct client contact.
- Ability to maintain confidentiality and work effectively with others.
- Demonstrated record keeping and organizational skills.
- Excellent oral and written communication skills.
- Ability to maintain sustained concentration with attention to detail.
- Excellent computer skills, including thorough knowledge of Microsoft Office.

#### **Preferred Qualifications**

- Experience working with HMIS.
- Bilingual in English/Spanish.



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ACCESS provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, national origin, age, disability, or genetics. In addition to federal law requirements, ACCESS complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities.

**Apply by Sending Application, Cover Letter & Resume To**  
ACCESS Attn: Human Resources; 3630 Aviation Way, Medford, OR 97504  
OR Email [hr@accesshelps.org](mailto:hr@accesshelps.org)