

Emergency Rental Assistance Intake Specialist

Reports To

The Emergency Rental Assistance Intake Specialist will report to the Emergency Rental Assistance Coordinator.

Job Overview

The Emergency Rental Assistance Program (ERAP) Intake Specialist is directly responsible for the review and subsequent approval of applications received for the Emergency Rental Assistance Program. The Emergency Rental Assistance Program is managed through the Pawnee Nation Housing Authority (PNHA) under the guidance of the United State Treasury Department. The ERAP provides rental and/or utility assistance to those individuals who have been financially impacted by the COVID-19 pandemic. The ERAP Intake Specialist will ensure that program guidelines are adhered to and all submitted applications have been fully completed. The ERAP Intake Specialist will report to the ERAP Coordinator.

Responsibilities and Duties

- Provides high level administrative support and clerical assistance and must be able to work independently and under direct supervision.
- Processes applications for direct assistance from individuals who qualify for the ERAP.
- Ensures that the application packages are completed, and all documentation has been submitted.
- Responsible for maintaining vendor files to ensure payment can be distributed to approved entities.
- Creates and maintains accurate hard copy and electronic files, records, and historical documents for the ERAP.
- Maintains confidentiality.
- Contributes to a team effort and accomplishes related results as required.
- Performs other duties, as assigned and within the scope of the position.

Qualifications

- Minimum: HS diploma or GED, College transcripts or diploma (if applicable) CDIB or membership card (if claiming Indian Preference), Driver's license (Must be current and valid), Training/workshop certificates (if applicable) DD214 (if claiming Veteran's preference)
- One (1) year of experience in processing applications for assistance and a minimum of Two (2) years of experience in tribal programs.
- Proficiency in Microsoft applications, including Word, Excel, Outlook, Power Point, Internet Explorer, Adobe, etc.
- Proficiency in the proper use and operation of standard office equipment (fax, copier, telephone, etc.)
- Ability to establish and maintain professional relationships with the Pawnee Nation Housing Authority, tribal members, non-tribal members, landlords, vendors, other Native American tribes, and any other external agencies.
- Ability to perform data entry at a high level of proficiency (minimum of 60 wpm)
- Skilled in the use of business communications (proper spelling/grammar)
- Skilled in the use of arithmetic (accounting, etc.)
- Ability to pass a background screening.
- Strict adherence to Pawnee Nation Housing Authority Policies and Procedures.

Physical Demands

While performing the duties of this job, the employee regularly is required to sit; use hands to finger, handle, or feel; reach with hands and arms/ and talk or hear. The employee frequently is required to stand; and walk. The employee occasionally is required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds.

Work Environment

Work is generally performed in an office setting with a moderate noise level. Evening and/or weekend work is occasionally required. There is regular interaction with the public, other agencies, and employees. Tight time constraints and multiple demands from several people are common. Travel may be required for training, meetings, conferences, presentation, and other events.