

Job Description: COVID Rental Assistance Program Navigator **Reports to: Director of Client Services**

The Religious Coalition is a faith-based nonprofit that provides financial assistance for emergency needs. The COVID Rental Assistance Program Navigator will be a primary role at the Coalition and will have several different duties to ensure the efficiency of the COVID Emergency Rental Assistance Program. This will be a temporary position to begin March 15th, 2021 through September 30th, 2021

The following are duties to expect while employed as the COVID Rental Assistance Program Assistant

- ~Responsible for managing and answering the COVID response phone line
- ~Responsible for responding to client inquiries
- ~Responsible for checking voicemails and e-mails daily and relaying pertinent information to appropriate staff member
- ~ Help process required paperwork needed to complete client assistance
- ~Communicate with clients regarding program requirements
- ~Attend monthly meeting as requested
- ~ Keep up with required trainings and attendance
- ~ Other duties as assigned

Requirements:

- ~Proficient with computer technology and Microsoft Office applications
- ~Strong oral and written communication skills – This position will require phone communication and etiquette
- ~ Excellent time management and organization skills
- ~Strong attention to detail
- ~Reliable and diligent
- ~Read, understand, & comply with the organizational Policy and Procedure manual and other procedural memos as provided
- ~ The ability to work in a busy office environment
- ~ The ability to be both compassionate and firm when dealing with clientele regarding internal policy
- ~ Willingness to help staff and other volunteers with misc. duties

Signature_____ **Date:** _____

Rev. Brian Scott
Executive Director

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