



## JOB DESCRIPTION

Position Title	Program/Department	Reports to
COVID Eviction Response Specialists	Housing	COVID Emergency Response Team Lead
Employment Status	FLSA Status	Effective Date
<input checked="" type="checkbox"/> Temporary <input type="checkbox"/> Full-Time <input checked="" type="checkbox"/> Part-Time	<input checked="" type="checkbox"/> Non-Exempt <input type="checkbox"/> Exempt	

### POSITION SUMMARY (MULTIPLE POSITIONS AVAILABLE)

COVID Eviction Response Specialist is a temporary emergency response position that is guaranteed through December 31<sup>st</sup>, 2020 with the possibility of extension dependent on funding.

The Eviction Response Specialist will work under the direction of the Eviction Response Team Lead, and in collaboration with the COVID Relief Fund Team to reduce the number of evictions and meet the financial needs of landlords in Ottawa County. The Eviction Response Specialists will work alongside tenants and landlords in the eviction courts gathering data and providing financial assistance to individuals who meet the established qualifications.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

The essential functions include, but are not limited to the following:

- Attend meetings with the COVID Eviction Response Team
- Participate in at least bi-weekly 1:1 supervision meetings with the Eviction Response Team Lead
- Attend Eviction Court at local Ottawa County court houses weekly
- Learn follow and comply with regulatory program rules and expectations
- Collect data accurately to be input into the Homeless Management Information System (HMIS) within the set time limits, and effectively review data for deficiencies or errors, and correct any incompatibilities prior to the predetermined deadlines.
- Secure documentation from tenants and other agencies according to the current standards
- Prepare for and appropriately respond to tenant questions surrounding eviction processes and other screening parameters
- Create accurate payment requests and maintain client files
- Perform a variety of mathematical computations accurately as part of the assessment process
- Act as a liaison with Ottawa County Eviction Courts and landlords

### MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Bachelor's Degree with some experience in a social services related field preferred
- Ability to interact with people of a diverse background
- Ability to work independently and as part of a team
- Excellent oral and written communication skills

- Ability to maintain professional boundaries and adhere to professional standards of confidentiality and ethical conduct in all communication
- Ability to complete work accurately under tight deadline
- Ability to be flexible and problem solve
- Basic mathematical skills
- Ability to collaborate with other organizations
- Must have access to a personal vehicle, valid driver's license and auto insurance

**PREFERRED QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)**

- Limited experience in a non-profit organization, or the court system preferred but not necessary
- Spanish language proficiency preferred

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

The COVID Eviction Response Specialist primarily works off site at various area court houses in Ottawa County with occasional in office meetings. While performing the duties of this job the employee is regularly required to move about to access file cabinets, office machinery, etc. and must be able to remain in a stationary position for 50% of the time, and occasionally lift and move 25lb boxes unassisted. Employees will also constantly operate office machinery such as computers, copy machines and calculators, and will frequently learn new information and communicate accurate details in person and over the phone. Employees also frequently drive to meetings and move in and out of local businesses and organizations under varying weather conditions, which may require the ability to ascend and descend stairs while carrying necessary appointment materials.

**NOTE**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbents will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, or abilities. This document does not create an employment contract, implied or otherwise, other than an "at will" relationship.

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**Reviewed with employee by**

**Signature:** \_\_\_\_\_ **Name (print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Received and accepted by**

**Signature:** \_\_\_\_\_ **Name (print):** \_\_\_\_\_

**Title:** \_\_\_\_\_ **Date:** \_\_\_\_\_

The company is an Equal Opportunity Employer, drug free workplace, and complies with ADA regulations as applicable.