



JOB DESCRIPTION

| Position Title | Program/Department | Reports to |
|---|--------------------|-----------------------------|
| Eviction Response Specialist | Housing | Eviction Response Team Lead |
| Employment Status | FLSA Status | Effective Date |
| <input checked="" type="checkbox"/> Full-Time <input checked="" type="checkbox"/> Part-Time | | 1/1/2021-12/31/21 |

POSITION SUMMARY (MULTIPLE POSITIONS AVAILABLE)

Good Samaritan Ministries mission is to end poverty and homelessness. We do this by mobilizing faith-based and community partners, activating individual and community assets, and meeting immediate needs in our community.

As an important part of the GSM Housing Team, the Eviction Response Specialist will work with vulnerable Ottawa county individuals and families who are behind on rent to determine eligibility for financial assistance. They will be responsible for opening new eviction files, attaining all required documents, entering information accurately, and following up with local courts, attorneys, and clients in a professional and timely manner. This position is guaranteed through December 31st, 2021 with the possibility of extension dependent on funding.

ESSENTIAL DUTIES AND RESPONSIBILITIES

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

- Work with Eviction Court at local Ottawa County court houses
- Learn 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
- Secure documentation from tenants and other agencies according to client needs and program rules
- 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, Legal Aide, landlords and tenants
- Negotiate with tenants and landlords in coordination of the application process
- Participate in at least bi-weekly 1:1 supervision meeting with the Eviction Response Team Lead

MINIMUM QUALIFICATIONS (KNOWLEDGE, SKILLS, AND ABILITIES)

- Bachelor's Degree with some experience in a Human Services or Accounting 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
- Understanding of the eviction process preferred
- Experience working with numbers and making calculations with minimum errors
- 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 Eviction Response Specialist primarily works on site and occasionally off site in the Ottawa county court offices. 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.

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. 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.

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.