

**Job Description: Stay Put Emergency
Rental Assistance Coordinator
Department: Planning & Development**

Employment Status: Contractual
Reports To: CDBG Program Manager

FLSA Status: Non-Exempt
Approved: 10/28/2021

GENERAL STATEMENT OF DUTIES:

Responsible for assisting the CDBG Program Manager in the general administration of the Stay Put Emergency Rental Assistance program. Work must be performed in a timely manner utilizing independent judgment and initiative while maintaining confidentiality.

DISTINGUISHING FEATURES OF THE POSITION:

This position is responsible for administrative work involving the administration of the Stay Put Program and requires the ability to quickly and effectively resolve issues by providing accurate responses to the public as to both routine and technical matters. Must be able to develop a thorough knowledge of the Program. This employee must exercise initiative, and sound judgment in carrying out assigned duties and developing recommendations. Works under the general supervision of the CDBG Manager. Incumbents are expected to produce products that are accurate in both form and substance. Judgment is exercised in applying prescribed procedures and methods to routine matters.

EXAMPLES OF WORK: (Illustrative Only)

- Assists individuals with the preparation of applications, various forms, statements and pertinent documents required to support the application for financial assistance;
- Reviews all applications for financial assistance to ensure program compliance and sound financial decisions;
- Scans and imports documents and researches and modifies application information;
- Acts as a receptionist; answers general telephone, in-person and e-mail inquiries and provides information;
- Assists walk-in citizens with Stay Put questions provides appropriate forms;
- Types correspondence from rough draft and personally composes routine replies;
- Types documents, prepares statistical tabulations and data, form letters, memoranda, and other materials;
- Receives and sorts department mail;
- Cross-indexes and files documents and correspondence alphabetically, numerically, or by another predetermined classification;
- Searches and locates file material;
- Operates a computer, printer, calculator or other office equipment;
- Proofreads typewritten and printed materials;
- Relays messages and assists in facilitating communication;
- Prepares official documents related to the operation of the Program;

- Uses various computer software spreadsheets, word processing, database and other computer programs;
- Performs related work as required;
- Regular and predictable on-site attendance required.

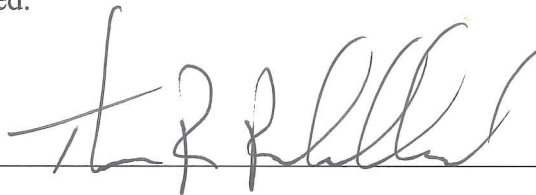
REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of statistics, budgeting, finances and accounting procedures and administration of various housing programs; must be a creative problem-solver and people-oriented; ability to communicate effectively, both orally and in writing; ability to handle multiple and diverse work assignments; ability to work independently and in a team approach/setting to accomplish goals. Ability to understand and follow complex oral and written directions. Ability to maintain complex clerical records and prepare reports from such records. Ability to make minor decisions in accordance with laws, ordinances, regulations and established policies. Ability to make relatively complex mathematical computations rapidly and accurately. Ability to type from clear copy or rough draft at an average rate of speed. Clerical aptitude; good judgment; tact and courtesy. Ability to deal effectively with the general public and City staff. Excellent administrative, organizational, customer service and communication skills; a high level of proficiency in office computer applications and word processing; and the ability to deal effectively with all levels of staff, volunteers and the general public. Ability to make routine decisions in accordance with laws, ordinances, regulations and established policies. Ability to perform various relatively complex mathematical computations rapidly and accurately.

ACCEPTABLE EXPERIENCE AND TRAINING:

Extensive experience and training in development, financing and management, administration of housing programs or any equivalent combination of experience and training which provides the necessary knowledge, skills and abilities. Completion of a standard high school course with additional business school training relating to secretarial and office skills; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities. Bachelor's degree desired.

Job Description Approved by: _____



Date: 10/22/21