

Rent Relief Enrollment Specialist

Full Time

ORGANIZATION DESCRIPTION:

Cooper Square Committee is one of NYC's leading housing justice organizations, with an impressive 62 year history of community organizing and community based planning. CSC is the first organization to create a community based urban renewal plan adopted by the City of New York in 1970. CSC has sponsored renovation and development of over 600 low income apartments, and has organized countless tenant associations and numerous multi-building coalitions to improve housing conditions and prevent displacement of low/moderate income households. <https://www.coopersquare.org>

POSITION DESCRIPTION: Enrollment Specialist (Full Time)

Cooper Square Committee (CSC) is working in partnership with several Lower East Side/Chinatown groups to assist tenants impacted financially by Covid-19 to apply for rent relief. CSC will be helping tenants who lost income or were unemployed between mid-March, 2020 and the present, and earn less than 80% of the area median income.

CSC is seeking a full time enrollment specialist who will:

- Staff a hotline open for business Monday – Saturday 10:00 am – 6:00 pm with some evening hours to be determined.
- complete customer service tasks that ensure callers have the information and assistance they need to determine eligibility for emergency rental assistance for tenants or landlords.
- Take customer calls and provide accurate, satisfactory answers to their queries and concerns
- De-escalate situations involving dissatisfied customers, offering patient assistance and support
- Call to follow-up on referrals for assistance to inform tenants and landlords about available emergency rental assistance, eligibility criteria, and how to apply.
- Guide callers through troubleshooting, navigating the NYS application process for emergency rental assistance
- Provide one-on-one emergency rental assistance application assistance, help gather needed documents to prove eligibility, provide advocacy (when needed) to ensure eligible applications are approved
- Complete community outreach (such as street level flyering, facilitating informational sessions, providing outreach materials to tenant associations, bodegas, salons, and other small businesses
- Participate in staff meetings to analyze data trends, hotline efficiencies, outreach methods, new rules and regulations so ensure programming remains flexible and committee to reaching its target audience

QUALIFICATIONS

- A Bachelor's degree in social work or related field or 3 years of experience providing case assistance or case management services
- Bi-lingual Spanish or Chinese (Mandarin and/or Cantonese) a must
- A commitment to strengths-based community engagement as well as social justice, racial equity, and issues of fairness within underrepresented communities;
- Excellent written and verbal communication skills and an ability to move easily between populations, from diverse community members to high level agency staff and elected officials;
- Facility with technology to ensure easy remote.
- Creativity, outside-the-box problem-solving skills.

Hours: Full-time (35 hours), with emergency coverage availability evenings and weekends. We anticipate that work will be a mix of remote and in person as some community members do not have access to technology.

Compensation: Position will pay mid-40k, with health and dental insurance.

How to apply: Send cover letter and resume to Steveh@coopersquare.org