



VACANCY ANNOUNCEMENT

Human Resources Department 150 Highland Ave Bridgeport, CT 06604

RENTAL RELIEF COORDINATOR TEMPORARY POSITIONS

Department:	Asset Management	Reports to: Site Housing Manager
Job Type:	Temporary-Part-time – Non-Union	FLSA Code: Non-Exempt /hourly
Rate:		Minimum:
Internal Posting:	07/27/2021	
Posting Expires:	08/07/2021	

Position Summary:

Reporting to the sites Housing Manager, the Rental Relief Coordinator will be responsible for assisting PCC resident families in the completion of the UNITE CT application process to help families gain the financial support needed to sustain housing rental obligations. This temporary, part-time (19-hr/weekly) will be for a 90–120-day duration. UNITE CT is a community organization helping families recover financially from the Coronavirus pandemic.

Key Duties/Essential Job Functions

- Become familiar with and Assist PCC resident families with the UNITE CT application process.
- Promptly respond to requests by the housing manager for any information necessary to maintain the resident's application status.
- Maintain open and consistent communication with the housing manager- including requests for reasonable accommodation. Help residents with required documents.
- Help residents establish emails to respond to requests.
- Maintain detailed notes about each resident family.
- Prioritize regular communication about the resident's needs with all relevant parties including service providers.
- Responsible for data collection and reporting.

Qualifications/Education

- High School Diploma or General Equivalency Diploma required.
- Ability to communicate a complex application process to residents who possess a range of listening/processing skills as well as an array of life experiences that may make communicating a challenge.
- Experience with UNITE CT portal a plus; Yardi experience a plus.
- Active listening skills as well as a commitment to understanding the resident's point of view.
- Ability to navigate new systems quickly.
- Ability to schedule/prioritize tasks as well as follow through independently to completion.
- Ability to follow directions from the housing manager.
- Ability to carry out challenging discussion while maintaining a nonjudgmental and non-defensive communication style.
- Detail-oriented, organized, able to effectively manage tasks.
- Bilingual in English/Spanish preferred.

AN EQUAL OPPORTUNITY EMPLOYER M/F/V



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- Ability to advocate, problem-solve and achieve results for the resident families.
- Possess a valid CT driver's license.
- Performs all other duties as assigned.

Working Conditions/Physical Requirements

Typical office environment and ability to engage in extensive amounts of computer work and data entry, ability to sit at a desk/in meetings that may last for several hours. Able to attend trainings, and travel to PCC sites unaccompanied.