JOB TITLE: Application Assistant

PROGRAM: Emergency Rental Assistance Program (ERAP)

REPORTS TO: Director of Workforce Development and ERAP Manager

ABOUT THE ORGANIZATION: Since 1973, our mission has been to serve as a bridge connecting Korean immigrants to the resources needed to overcome economic, health, and social barriers to becoming thriving members of society. Today, we serve the wider immigrant community, providing culturally competent programs and services focused on Senior Care, Education, Immigration and Civic Engagement, Health, and Workforce Development.

ABOUT THE EMERGENCY RENTAL ASSISTANCE PROGRAM: The City of New York has been allocated a budget for the Emergency Rental Assistance Program (ERAP) to assist households that are unable to pay rent and utilities due to the COVID-19 pandemic. This program will provide Housing Assistance Payments (HAP) to landlords on behalf of low-income households, including payment of rent arrears and future rent.

POSITION SUMMARY: To ensure that no household is left homeless, Korean Community Services of Metropolitan New York (KCS) is working in partnership with the City’s Department of Social Services/Human Resources Administration (DSS/HRA) to implement the City’s Emergency Rental Assistance Program and help tenants/landlords access federal aid. For the Application Assistant role, KCS is seeking a tech-savvy, sociable, bilingual (English/Spanish), and detail-oriented candidate who enjoys serving clients and problem solving. In collaboration with the City’s DSS and HRA, the Application Assistant will provide ERAP application assistance on behalf of a tenant or landlord who visits our office in-person or calls over the phone, as well as follow up with tenants and landlords that have incomplete applications. Additionally, the Application Assistant will provide guidance regarding eligibility rules, documentation requirements, and application submission process steps and make efforts to obtain the cooperation of landlords in accepting payments through ERAP. The Application Assistant will ensure that all applications are processed correctly according to procedure and that all eligibility and enrollment functions are completed in a timely and accurate manner.

PRIMARY RESPONSIBILITIES:

Working under the leadership of the department Director and/or ERAP Manager, the Application Assistant will:

- Maintain expert knowledge of ERAP eligibility rules, application processes, and the OTDA Online Portal;
- Provide telephonic, written, and face-to-face engagement and enrollment services for landlords/tenants and make follow up calls/emails as appropriate;
- Communicate effectively with individuals/teams in the program to ensure high quality and timely expedition of client needs;
- Support KCS’ ERAP Hotline Call Center;
- Manage application assistance activities, which include attending weekly meetings, post-reporting, data entry and related tasks;
- Adhere to all data security and privacy protocols around ERAP engagement;
- Support volunteer recruitment and training activities;
• Other duties as assigned.

QUALIFICATIONS:

• High school diploma or equivalent and any experience in community work or community centered activities in an area related to the duties as described above;
• Excellent communication, project management, and multi-tasking skills;
• Experience with data management and reporting;
• Understanding of New York City’s diversity and experience working with people of diverse backgrounds;
• Demonstrated proficiency in MS Office software with an emphasis on Excel, Word, and Gmail;
• Proficiency in written and spoken Spanish;
• Ability to travel within New York City.

COMPENSATION: $18-20/hourly (depending on experience)

HOW TO APPLY: Please submit your resume and cover letter to: helenjang@kcsny.org.

This position is currently funded until September 30, 2022.