

BLACKFEET HOUSING

JOB DESCRIPTION

JOB TITLE: APPLICATION PROCESSOR – FULL-TIME, TEMPORARY

DEPARTMENT: EMERGENCY RENTAL ASSISTANCE PROGRAM

SUPERVISOR: ERAP DIRECTOR

POSITION DUTIES AND RESPONSIBILITIES INCLUDE THE FOLLOWING, BUT NOT LIMITED TO:

- Perform administrative tasks to move applications through the approval process.
- Prepare and sort source documents, and identifies and interprets data to be entered.
- Contact preparers of source application documents to resolve questions, inconsistencies, or missing data, as needed.
- Input source alphabetic, numeric and symbolic document information into system to create client profile (client specific information) following format specified in application for Emergency Rental Assistance.
- Compare data entered with source documents, or re-enter data in verification format on screen to detect errors.
- Interact with ERAP Director, clients, Housing staff, landlords, utility providers and others as necessary.
- Report adverse events and/or complaints to ERAP Director.
- Assist clients in securing financial assistance via ERA program, as needed.
- Perform client level benefit verifications.
- Coordinate prior authorizations based on program guidelines and in compliance with applicable laws and regulations.
- Execute day-to-day operations specific to the ERAP program.
- Maintain client confidentiality at all times.
- May include after-hours work to achieve program objectives.
- Other duties as assigned.

QUALIFICATION REQUIREMENTS:

- Must have a valid Montana Driver's License
- Must be insurable for operation of a department vehicle
- High school diploma or equivalent
- Two (2) years of work experience in application processing, data entry, compliance or related field
- One (1) year of work experience in a customer service or customer focused role
- Experience with benefit investigations
- Must have proven ability to provide consistently high-quality of service

PREFERRED EDUCATION AND EXPERIENCE:

- Technical school training in a related field
- Experience in a Contact Center environment
- Experience in a client services role
- Experience with privacy laws

KNOWLEDGE, SKILLS & ABILITIES:

- Excellent verbal and written communication skills
- Keyboarding speed and accuracy
- Excellent organization skills and detail oriented
- Balance multiple priorities to meet expected response deadlines
- Adaptable, flexible and readily adjust to changing situations
- Ability to work independently and as a member of a team
- Demonstrated computer skills includes Microsoft Word, Excel, Access, and Outlook

PHYSICAL REQUIREMENTS:

- Location of job activities are 70% in-office setting
- Extensive manual dexterity (keyboarding, mouse, phone)
- Vision abilities include close vision, distance vision and ability to adjust focus
- Noise and/or vibrations exposure
- Frequently reach (overhead), handle, and feel with hands and arms
- Sit for prolonged periods of time
- Occasionally stoop, kneel, and crouch
- Occasionally lift, carry, and move up to 25 pounds
- Driving to meet with clients

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.