



Rental Assistance Specialist

About the Organization

Canal Alliance exists to break the generational cycle of poverty for Latino immigrants and their families by lifting barriers to their success. We are a nonprofit champion of immigrants who are challenged by a lack of resources and an unfamiliar environment.

Position Summary

The Rental Assistance Specialist is an essential part of the Financial Assistance Team, which connects community members with emergency financial assistance. In close collaboration with the Client Support Fund Specialist and Financial Assistance Supervisor, he/she/they will connect clients with rental assistance.

***Our offices have been updated to support staff and client health and well-being during the COVID-19 pandemic. Candidates should be very comfortable navigating both hardware and software that allows for smooth in remote communications and transitions. Canal Alliance will supply all needed hardware for this position.**

Essential Functions:

- Provide excellent customer service remotely to clients in English and/or Spanish
- Responsible for entire rental assistance process for assigned clients, including collection of required documents, submission of rental assistance application, client follow-up, and disbursement of funds
- Know and understand the full scope of Canal Alliance's programs and other community resources to be able to connect clients with them through proper referrals
- Show compassion for clients by actively listening and showing respect and empathy, through an ethos of financial solidarity/empowerment rather than charity

Other Responsibilities:

- Other duties as assigned by supervisor.

Qualifications- Skills and Knowledge

- Ability to write, read, and speak English and Spanish.
- Strong communication and organization skills.
- Experience working with Latino or immigrant community.
- Multi-tasking, telephone skills, time-management, organization, attention to detail, scheduling.
- Ability to work well under pressure and act as problem solver and team player.
- Enthusiastic, creative, and self-motivated.
- Exemplary customer service skills; highly skilled in active listening, empathy.
- Ability to function with minimal supervision, follow directions, handle multiple tasks simultaneously, and manage stressful situations effectively.
- Ability to get along with people and establish cooperative working relationships with staff at all levels both within and outside the department.

91 Larkspur Street
San Rafael, CA 94901
415.454.2640

Canalalliance.org



- Proficiency in Microsoft Office Suite (Word, Outlook, PowerPoint and Excel), Outlook, Windows and database applications.
- Experience working with Salesforce *preferred*.

Compensation

This is a full-time position with benefits. We offer a competitive salary with a benefits package that includes 3 weeks paid vacation a year, 12 days of sick leave a year, a voluntary vision plan and 100% paid employee medical & dental insurance as well as long term disability and an employee assistance program. In addition, there are at least 10 paid holidays annually, a 403(b)-retirement plan and a Flex cafeteria plan.

Canal Alliance Equity and Inclusion Statement

Canal Alliance actively promotes and recognizes principles of fairness, equity, and social justice in relation to, and across, intersections of race, age, color, national origin, ethnicity, citizenship, sex, sexual orientation, gender identity, gender expression, religion, disability, ancestry and all other identities represented among our diverse employees.

By appreciating the importance of inclusion, we acknowledge that the collective and individual talents, skills, and perspectives of our staff foster a culture of belonging, safety, collaborative practice, innovation, and mutual respect. Canal Alliance is committed to the transformation of attitudes and systems that deprive any person or group of these principals.

Application Process

Please email your resume and cover letter to HR@canalalliance.org. Only electronic applications will be accepted. (Keep it green!) Please indicate “**RA Specialist – YOUR NAME**” in the subject line of your email.

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