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**Rental Assistance Specialist  
JOB DESCRIPTION**

<b>TITLE:</b>	<b>Rental Assistance Specialist</b>	<b>Grade:</b>	<b>8</b>
<b>SUPERVISOR:</b>	<b>Financial Assistance Manager</b>	<b>STATUS:</b>	<b>Non-Exempt</b>
<b>DEPARTMENT:</b>	<b>Social Services</b>	<b>FTE:</b>	<b>1.0</b>

**Position Summary:** The Rental Assistance Specialist is an essential part of the Rental Assistance Team, which connects community members with emergency rental assistance. In close collaboration with the Marin County’s Community Development Agency, he/she/they will connect clients with rental assistance.

**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

\*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.

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

91 Larkspur Street  
San Rafael, CA 94901  
415.454.2640

[Canalalliance.org](http://Canalalliance.org)

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**Key Competencies**

Client Focus  
Cultural Competence  
Team work  
Communication

**Application Process**

Please submit your resume and cover letter to  
<https://recruiting.paylocity.com/Recruiting/Jobs/Details/757822>

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