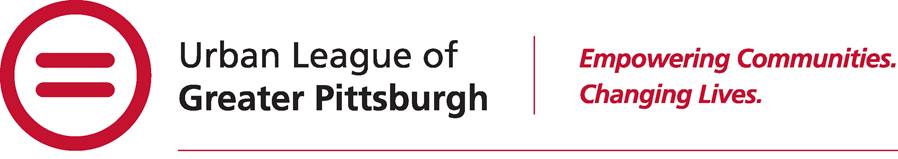
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**Urban League of Greater Pittsburgh, Inc.**

**332 Fifth Avenue 4th floor - Pittsburgh, PA 15222-2222**

**Job Description**

**Department: Housing**

**Position: ERAP Specialist**

**Supervisor: Director of Housing Designee**

**Hours: Contractor, Monday – Friday, 8:30a - 4:30p**

**Salary: $20 per hour**

***Note: The Urban League of Greater Pittsburgh will consider qualified applicants without regard to race, ethnic origin, religion, sex, color or handicap. Continued funding for this position is contingent upon annual appropriations.***

**Position Summary:**

**Under the supervision of the Director of Housing and or their designee, the ERAP Specialist is responsible for providing housing support services to individuals and families seeking rental assistance for which the Urban League of Greater Pittsburgh has contracted. The guidelines of those services are governed by those contracts and the regulations promulgated by the funding sources and other internal directives.**

**Essential Functions:**

1. Perform outreach to assigned landlords via phone, text email or US mail.
2. Send and receive required documents to landlords via email or US mail.
3. Follow up and resolve landlord tenant disputes regarding rental payments.
4. Review tenant leases and payment ledgers and resolve issues that may arise.
5. Verify and upload landlord information into the DHS OKTA System.
6. Enter landlord payment amounts in the OKTA system and send cases to Step 5 for final processing.
7. Attend all training sessions required by agency and its funders.
8. Must meet daily/ weekly goals.

**Qualifications:**

High School Diploma/ GED

Highly computer literate

Must provide original proof of full vaccinaton status against coronavirus prior to assignment

**ERAP Specialist**

**Job description**

**Page 2**

**Knowledge and Skills:**

1. Must demonstrate proficiency in customer service interactions.

2. Must demonstrate proficiency in oral and telephone communication skills.

3. Strong typing, analytical and interpersonal skills.

4. Abilty to multi-task, use personal judgement and utilize decision making skills in the execution of daily activities and assigned tasks.

5. Knowledge of and ability to work in funder required data collection systems.

6. Proficiency with email, Outlook (calendar and task facility) and the internet.

7. Ability to demonstrate sensitivity to the customer and their situations.

**Note:**

**The employee must maintain:**

* **Act 33/34 and FBI clearances (every 3 years)**
* **Wear appropriate business attire**
* **Provide documentation of Immunization from Non Communicable Disease**

**This should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow and perform any other related duties as assigned.**

Interested candidates should forward or email cover letter and resume to:

Urban League of Greater Pittsburgh

c/o Richard L. Morris, Housing Director

332 Fifth Avenue 4th floor

Pittsburgh, PA 15222

[rmorris@ulpgh.org](mailto:rmorris@ulpgh.org)