

## Immediate Hiring for 15 Full-Time Positions with Thursday, March 11, 2021 Start Date!

### Case Managers \$22-\$24/hour full-time with benefits for 10+ months

Immediately hiring! Must be a California resident. Start date is Thursday, March 11, 2021. Seeking highly productive, empathic, mission-driven team members who want to help moderate and low-income Californians adversely impacted by COVID-19 to address past due rent and utility expenses that can now be paid with federal resources. Technical training will be provided. Applications processed on rolling basis; positions start immediately. Submit required materials to [lesarhr@pboadvisory.com](mailto:lesarhr@pboadvisory.com).

### Position Description

**Title:** Case Manager - Government Services

**Location:** California

**Status:** Full-Time, Non-Exempt

**Weekly Hours:** 48 hours including 8 hours of overtime

### Application Process

Submission materials should be sent to [lesarhr@pboadvisory.com](mailto:lesarhr@pboadvisory.com) with "Case Manager – LDC" in the subject line. Please include the following:

- ✓ Short cover letter with no more than 2 paragraphs on why you are interested and qualified; cover letter should indicate the languages in which you are able to read, write, and speak including English and any of the following: Chinese, Vietnamese, Korean and Spanish
- ✓ 2 to 3 references (as current as possible) with person's name, cell phone, email address and your relationship to them (employer, colleague, friend)
- ✓ Cover letter to include LinkedIn address or include resume in submission
- ✓ Include evidence of California residency (driver's license or identification card)

No phone calls, please. We will get back to you via email as soon as possible.

**Summary:**

The Case Manager will receive upfront training in the Emergency Rental Assistance Program requirements. The Case Manager should maintain a complete understanding of all applicable Program policies, requirements, and procedures and review all cases within the guidelines established. They may assist with or lead day-to-day program management activities, which may include processing, monitoring, tracking, and reporting applications within a functional area with little or no direct supervision. Case Manager may specialize in specific subjects within the functional area.

**Essential Duties and Responsibilities:**

- Ensures program files are accurate and correct in program system which is all on-line
- Obtains a working knowledge of applicant needs and program eligibility criteria
- Understands program objectives and other key objectives
- Understand program processes from start to finish and communicates clearly and actively with applicants
- Local travel is required.

**Required Qualifications:**

- 1+ years' experience providing customer service and/or clerical work.
- Associate or bachelor's degree preferred.
- Detail-oriented with close attention to program compliance requirements, record keeping guidelines, and file closeout expectations.
- Must be able to travel to other office locations, if needed
- Ability to perform some evening or weekend work as required
- Ability to learn and apply the requirements, policies, and procedures quickly
- Ability to perform mathematical operations such as calculating percentages and working with large numbers
- Ability to use analytical skills to interpret and evaluate information
- Ability to read, write, and speak English (Bilingual preferred)
- Bilingual - Chinese, Vietnamese, Korean and Spanish speakers highly preferred
- Ability to work successfully with socio-economic and ethnically diverse populations
- Highly organized and detail-oriented
- Ability to thrive in a fast-paced work environment
- Strong customer service skills and knowledge of customer service best practices
- Ability to maintain confidentiality of program information
- Proficiency with Microsoft Word, Excel, Outlook, and Internet

### **Compensation and Benefits:**

- Salary DOQ ranging from \$22/hour for proficiency for English only proficiency to \$24/hr for proficiency in English and one or more of the following: Chinese, Vietnamese, Korean and Spanish
- Participation in firm's medical, dental, vision, long-term disability, and life insurance plans with firm coverage allowance of up to \$500 per month; coverage starts on 1<sup>st</sup> of month after hire date
- Participation in the firm's 401(k) plan, with firm contributions of 3% of your compensation per plan year (subject to vesting requirements)
- 10 paid holidays per year
- Mileage reimbursement for approved travel
- Paid time off equivalent to 15 full-time equivalent days per year
- Provision of internet hot spot or coverage of high-speed internet service at employer's discretion