



STRONGER COMMUNITIES. STRONGER AMERICA.

POSITION ANNOUNCEMENT

POSITION: UCC Housing Counseling
Intake Specialist

OPEN: Immediately

LOCATION: Phoenix, AZ

CLOSE: Until filled

CONTACT: UCC Program Manager

SALARY: Commensurate with experience

BACKGROUND

UnidosUS, previously known as NCLR (National Council of La Raza), is the nation's largest Hispanic civil rights and advocacy organization. Through its unique combination of expert research, advocacy, programs, and an Affiliate Network of nearly 300 community-based organizations across the United States and Puerto Rico, UnidosUS simultaneously challenges the social, economic, and political barriers that affect Latinos at the national and local levels. For more than 50 years, UnidosUS has united communities and different groups seeking common ground through collaboration, and that share a desire to make our community stronger. For more information on UnidosUS, visit www.unidosus.org or follow us on Facebook, Instagram, and Twitter.

SUMMARY

The UCC Housing Counseling Intake Specialist will report to the UCC Program Manager and contribute by receiving inbound calls or placing outbound calls consistent with the organization's policies, procedures, and quality standards. This person will encourage individuals to take the right steps towards positive financial change. This position will be based in Phoenix, Arizona.

RESPONSIBILITIES

- Provides customer service to and serves as the primary contact for prospective and current applicants to our Housing and Financial Empowerment programs.
- Share the benefits of our programs, gather information, and connect clients to our network of providers.
- Responsible for data entry and maintenance of client data bases to track efforts and outcomes.
- Complete next day appointment reminders for clients who are scheduled for a counseling session.

- Manage the no-show reminder report by ensuring weekly calls are placed to clients until client is rescheduled or closed out.
- Assist clients by collecting budget information and adding information into our client management system.
- Manage outreach tracker reports to ensure phone calls are being made in a timely manner.
- Maintain client records.
- Process incoming applications for housing stability.
- Perform other duties as required by Program Manager or designee.

QUALIFICATIONS

Education & Experience

- Associate Degree or working toward a degree in business, education, community development, or equivalent in education and experience.
- Minimum of two (2) years' experience in a call center or customer support work environment.
- Experience working in a housing counseling environment a plus.
- Certification as a HUD Housing Counselor or working towards certification a plus.

Skills & Abilities

- Steadfast commitment to UnidosUS mission, vision, and values of (Excellent, Accountability, *Respeto*).
- Commitment to U.S. Latino community, Latino nonprofit organizations, and the Latino market.
- Demonstrated experience working in nonprofits, community-based organizations, and diverse communities.
- Excellent communication skills, both oral and written.
- Intermediate level expertise in Excel, Word, Skype, and Office 365/SharePoint
- Ability to pick up on concepts quickly and exercise appropriate judgement.
- Bilingual (English/Spanish) skills a plus.

**Employment with UnidosUS is contingent upon successful completion
of a background screen.**

Please note: Only those applicants who submit a cover letter and résumé will be considered for this opportunity.

SEND COVER LETTER AND RÉSUMÉ TO:

UnidosUS

hmail@unidosus.org

Subject Line: UCC Housing Counseling Intake Specialist

Attn: UCC Program Manager
NO PHONE CALLS PLEASE.

EQUAL OPPORTUNITY EMPLOYER. All qualified applicants will receive consideration without regard to race, color, national origin, marital status, religion, gender, age, disability, sexual orientation, gender identity or expression, personal appearance, family responsibilities, political affiliation, or enrollment in a college, university, technical school, or adult education.