



ERAP2- Application Processor

Job Title: ERAP 2 Application Processor
Reports To: Program Coordinator- ERAP
FLSA Status: Exempt
Created On: June, 2024

Position Summary:

Under the supervision of the Program Coordinator- ERAP, the ERAP2 Application Processor is responsible for: (1) Processing applications, verifying eligibility, and providing timely assistance to individuals and families in need of emergency rental assistance. (2) Maintaining accurate records of applications, denials, and appeals in a confidential database. (3) Fostering a positive and respectful relationship with applicants, understanding their unique situations and needs, and providing personalized support to help them navigate the application process.

Essential Duties & Responsibilities Include the Following:

- Process emergency rental assistance applications in a timely and efficient manner, ensuring compliance with program guidelines and regulations
- Verify applicant eligibility by reviewing income, employment, and other documentation
- Conduct thorough reviews of applications to ensure accuracy and completeness
- Identify and resolve any discrepancies or errors in applications
- Determine program eligibility and make determinations on application approvals or denials
- Provide excellent customer service to applicants, addressing questions and concerns in a professional and courteous manner
- Manage and maintain electronic files, including scanning and uploading documents as needed
- Collaborate with other departments to resolve issues and provide support as needed
- Participate in regular meetings with program staff to discuss application processing, denials, and appeals
- Stay up-to-date on program policies, procedures, and regulations to ensure compliance

General Expectations and Responsibilities:

- Collaborate with community agencies, members, and organizations to become familiar with the services they offer.
- Maintain a professional and respectful disposition at all times.
- Deliver all services with a high level of customer focus and service.
- Engage in active listening and use clear communication and verbal skills.
- Document all pertinent data and information regarding work with individuals, agencies, and other community members promptly in accordance with company requirements.
- Participate in organization planning.
- Attend staff meetings and trainings



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- Attend community meetings as directed.
 - Update shared calendar to reflect activities, meetings, and general schedule.
 - Participate in special grant projects and other assigned duties as directed.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

Associate Degree or higher preferred.

High School Diploma and 1 year of experience serving vulnerable and challenged individuals required.

Skills and Knowledge:

- Excellent computer literacy and knowledge of Microsoft Suite, Google Docs, and Google Sheets.
- Ability to communicate effectively and courteously with families, staff, and community members.
- Knowledge of available community resources.
- Ability to handle multiple tasks and adhere to deadlines.
- Proven organizational and planning skills.
- Ability to work as part of a team and maintain flexibility around task assignments.
- Ability to establish, recognize, and adhere to appropriate professional boundaries.
- Proven in providing direct service to families with young children.

Other Requirements:

- Valid Hawaii driver's license and no-fault car insurance.
- Resident of Puna/East Hawaii Community area preferred.
- Criminal Record and/or DHS-CWS background check
- Participate in the upkeep of office and general cleanliness of workspace

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear. The employee is frequently required to stand; walk; sit; climb or balance and taste or smell. There will be frequent requirements to drive and/or walk on unpaved roads. The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. This job's specific vision abilities include close vision, distance vision, color vision, peripheral vision, depth perception,



and ability to adjust focus.

Work Environment:

The work environment characteristics described here represent those employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly exposed to wet and/or humid conditions and outside weather conditions. The employee is frequently exposed to fumes or airborne particles and extreme heat. The employee is occasionally exposed to moving mechanical parts. The noise level in the work environment is usually loud.

Neighborhood Place of Puna runs an emergency homeless shelter and provides services to families at risk for child abuse and neglect. Though unlikely, NPP cannot guarantee that the Application Processor will not occasionally see, engage, or be confronted with the following: violence and threats of violence; profane, racist and/or sexist language; bodily fluids; conflict; interactions with First Responders; alcohol and other street drugs; cigarette smoke; death of service participants; nudity of service participants; people involved with sex work; people involved in the drug trade; persons used against their consent, will or knowledge; people in conflict with the law; and/or other situations that may be unsettling. Measures are taken to train staff to deal with these situations appropriately.