



## HISPANIC CENTER

of western michigan

### Organization

Founded in 1978, The Hispanic Center of Western Michigan mission is  
"TO UNITE HISPANICS WITH RESOURCES THAT ENABLES THEM TO BECOME SELF SUFFICIENT  
AND EMPOWERED TO STRENGTHEN WEST MICHIGAN"

We do this through education, economic development and outreach.

For more information, please visit [www.hispanic-center.org](http://www.hispanic-center.org)

### Position: COVID Emergency Rental Assistance Case Manager

#### Responsibilities

- COVID Emergency Rental Assistance (CERA) Case Manager will assess housing barriers of individuals and families experiencing eviction to determine housing and service needs. Within the CERA Program and its guidelines.
- Prepare and maintain required records and reports.
- Perform internal audits notes to ensure accuracy of data input.
- Provide follow-up to clients' questions and complaints.
- Reviewing cases for CERA using the data system portal (MSHDA) and must maintain caseload active. Complete assessments and process applications online.
- Enter client data into Salesforce data base and complete monthly internal reports.
- Ensure all actions, job performance, personal conduct and communications represent the organization in a highly professional manner.
- Maintain client case notes on a daily and or/ weekly basis.
- Ensure all information is entered accurately and completely into the CERA data system to meet deadlines.
- Communicate regularly with the CERA Team and CERA Supervisor on caseloads, landlords, and tenants to ensure consistent communication and collaboration on cases, clients, and other related housing.
- Must review all emails and new updates sent out by MSHDA and maintain up to date with the CERA Guidance.
- Required to attend CERA meetings and training sessions.

#### Qualifications

- Knowledge of computers, working with Microsoft Office, Excel, database entry systems, and e-mail using Outlook and teams.
- Ability to prepare and analyze reports, evaluate client data.
- Ability to communicate effectively, both orally, and in writing
- Excellent customer service skills

- Ability to work independently and exercise good judgement
- Ability to communicate and report out regularly to management
- Ability to be discreet with confidential records and sensitive information, always maintain client confidentiality.