



VERIFICATION SPECIALIST
OFFICE OF EXECUTIVE DIRECTOR

Emergency Rental Assistance Program
Salary/Hourly Range: 35
FLSA Status: NON-EXEMPT

PD Created: 08/30/2021

INTRODUCTION

Performs all related verification and processing functions for emergency assistance applications in compliance with the Emergency Rental Assistance Program (ERAP) through the Coronavirus Relief Fund requirements. Operates independently in a fast-paced environment involving high volumes of applications with sensitive information. Ideal candidate must be highly organized, detail focused, and self-motivated with excellent customer service skills. Responsible for reviewing, verifying, and processing applications according to approval or denial determinations. Performs data entry tasks. Protecting data confidentiality and integrity is mandatory.

KEY DUTIES AND RESPONSIBILITIES

(The following examples of duties are intended to be illustrative only and are not intended to be all inclusive or restrictive.)

- 1) Compiles, sorts, verifies, and keeps track of received data and source documents to be entered.
- 2) Prepares and sorts source documents, and identifies and interprets data to be entered.
- 3) Prepares source documents to resolve questions, inconsistencies, or missing data.
- 4) Maintains strict confidential records and information.
- 5) Reviews error reports and makes necessary corrections to information entered.
- 6) Enters information into database.
- 7) Maintains in and out logs.
- 8) Assists with incoming phone calls, email, faxes.
- 9) Files or routes source documents after entry.
- 10) Serves customers by providing information, responding to requests, and resolving issues.
- 11) Provides information by verifying understanding of request, answering questions, and offering assistance.
- 12) Improves quality results by evaluation processes and recommending changes.
- 13) Establishes and maintains an efficient records management system that ensures control of records and files of applicants and reports.
- 14) Performs other duties as assigned to achieve the ERAP goals and objectives.

MINIMUM QUALIFICATIONS

Education: High school diploma or GED equivalent; AND

Experience: Two (2) years office administration experience; OR

Equivalent combination of Education, Training and Experience which demonstrates the ability to perform the duties.

KNOWLEDGE, SKILLS, AND ABILITIES

- Well-organized and able to balance competing demands
- Thrives in a fast-paced environment
- Professional, organized with strong administrative, communication and interpersonal skills
- Self-motivated, able to multi-task, ability to meet deadlines & prioritize tasks and works well under pressure
- Able to problem solve, with strong attention to detail
- Proactive and can work independently
- Good knowledge of computers and Microsoft Office
- Ability to maintain detailed records
- Knowledge of filing systems
- Ability to implement new systems
- Great time management skills
- Ability to establish and maintain professional working relationships with other agencies that provide supportive services
- Verbal communication skills
- Ability to resolve conflict
- Listening skills
- Ability to multi-task
- Customer service skills
- General math skills
- Problem solving skills
- Ability to be thorough

NECESSARY SPECIAL REQUIREMENTS

1. Must possess a valid Arizona Driver's License and complete/pass the Hopi Tribe's Defensive Driving course.
2. Driving is an essential function of this position. Incumbent must have and maintain a driving record which qualifies them for coverage under the tribal insurance policy (tribal insurance qualifications are independent of DMV issuance of a driver's license) and maintain certification to operate tribal vehicles for business purposes.
3. Must complete and pass pre-employment screening.
4. Must be able to pass mandatory and random drug & alcohol screening.
5. Must not have any felony convictions.
6. Must not have been convicted of misdemeanors at the local, state, or federal level within the past five (5) years of application.
7. Must be available to work additional hours to accomplish tasks.