



## **HelpLine Assistant**

**Status:** Hourly, 12 hours/week. Monday - Thursday, 9am - 12pm.

### **Job Summary:**

The HelpLine Assistant helps with the daily operations of RARA's Housing Support and Utilities Assistance programs. This role ensures the program runs efficiently and effectively while fostering a welcoming environment for clients, volunteers, and community partners.

### **Responsibilities:**

- Program Operations
  - Assist with daily operations of the Housing Support and Utilities Assistance programs.
  - Help with the intake, assessment, and referral process to connect clients with appropriate resources and services.
  - Take phone applications and enter client data into the online database.
  - Contact landlords, utility companies, and other vendors to verify client eligibility.
  - Approve or deny applications, with the guidance of the HelpLine Coordinator, based on RARA requirements, budget, and funding source guidelines.
  - Provide referrals to local and regional agencies.
  - Assist the HelpLine Manager and Coordinator with training and supervising volunteers and interns.
- Data Management & Reporting
  - Ensure accurate data entry and records retention.
  - Assist with the completion of EnergyShare paperwork.
- Additional duties as assigned.

**Qualifications & Skills:**

- High school diploma or equivalent required. Some college coursework in Social Work, Sociology & Anthropology, or a related field preferred.
- Experience in customer service, social services, or nonprofit work preferred.
- Bilingual in Spanish/English preferred.
- Proficiency in Microsoft Office Suite or Mac systems required.
- Adaptability to learn and use software applications efficiently.
- Strong organizational, interpersonal, and time management skills.
- High attention to detail and problem-solving ability.
- Ability to maintain confidentiality and provide exceptional customer service.
- Excellent written and verbal communication skills.
- Ability to work effectively in collaboration with diverse groups of people.
- Capacity to calmly and compassionately interact with people facing utility disconnects, eviction, or homelessness.

**Pay Range:** \$18 - 19 per hour, based on experience and skills.

**How to Apply:** Email your resume and cover letter to [director@raralex.org](mailto:director@raralex.org).