



**BERKSHIRE
HOUSING**
CONNECTING PEOPLE TO HOME

Position Title:	Housing & Financial Assistance Representative
Last Reviewed:	July 2023
Department:	Financial Services
Position Status:	Full-Time
FLSA Classification:	Non-Exempt
Reports to:	Director of Housing, Resources, Education, and Access

Position Summary:

The Housing & Financial Assistance Representative (HFAR) shall be responsible for determining the appropriateness for financial assistance and/or other HCEC resources. The HFAR will process financial assistance applications from submission to review and payment. At Berkshire Housing, our work is driven by our mission, our core values and our culture of diversity and inclusion.

Duties & Responsibilities:

Intake and File Processing

- Determine eligibility by identifying household crises and tracking consumer cases from open to close.
- Processes financial assistance applications through final payment.
- Maintain electronic records in accordance with agency and funding source standards/requirements and work to assure confidentiality of said records.
- Ensure that all data requirements for each individual financial program are fulfilled in a timely manner and all reports are submitted within established time frames.

Qualifications:

- Willingness to work as part of a team to promote the goals of the program and Berkshire Housing
- Ability to work in a busy, diverse team setting.
- Excellent time management, organizational and communication skills.
- Proficient in Microsoft WORD, Excel, Outlook required.
- Computer literacy – to facilitate learning new software platforms to manage work.
- Excellent oral & written communication abilities
- Sensitive to the needs of the homeless, low income and diverse populations.
- Mission-driven and able to maintain strong values and seek creative solutions in a positive, team-oriented and judgement free environment

Requirements:

- High school diploma or equivalent/Associates Degree Preferred
- Experience in Administrative work

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- Ability to use Microsoft Word, Excel, and Outlook
- Basic Internet understanding
- Excellent written and oral communication skills

Physical Requirements

- Stationary work. Exerting up to 10 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- The team member is required to have close visual acuity to view and work on a desk computer/laptop/iPad.
- Use of office equipment (phone, fax machine, copy machine, postage machine)
- Must have the ability to walk short distances.

Berkshire Housing Commitment to Equity

Diversity and a culture of inclusion are crucial to the mission of Berkshire Housing. We believe that self-reflection and awareness is critical, that diverse, equitable and inclusive representation should be reflected by our board, our team members, and in our programming and services.

Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.

Disclaimer

This job description is not a contract for employment, and it is also not an inclusive listing of all duties, responsibilities, and expectations of the position. This document does not extend an offer of permanent or continuous employment. Berkshire Housing is an at-will employer.

Name:

Date: