

Landlord/Tenant Counselor / Outreach Job Description
Full Time

- **Landlord/Tenant:**
 - Responsible for answering landlord/tenant counseling phone lines.
 - Counsel clients of their rights and responsibilities regarding landlord/tenant and fair housing laws.
 - Assist tenants with writing letter to resolve landlord/tenant dispute.
 - Translate documents into Vietnamese
 - Assist with landlord/tenant in Vietnamese
 - Assist with walk-in clients.
 - Complete client call sheets and data entry of call sheets.
 - Maintaining an accurate call log.
 - Ensure landlord/tenant voicemail is retrieved and responded in a timely and efficient manner.
 - Insuring all mail-outs is accurate.
 - Act as receptionist to the front entrance when needed.

- **Assist in community outreach and education presentations:**
 - Insure all documents are ready for office outreach events
 - Assist with workshop events in each contracting city
 - Provide materials and sign in sheets to workshop attendees
 - Track and log outreach/workshop events to be reported on EOI quarterly reports.

- **Maintain HUD files in accordance with contractual requirements.**
 - Ensuring HUD clients are assisted in a timely manner.
 - Provide detail counseling and assistance
 - Update, open and close HUD clients files on Launchpad system.

- **Education and Outreach**
 - Assist in preparing training material for all Fair Housing workshops and presentations
 - Assist in scheduling fair housing presentations and workshops per EOI Requirements (Education and Outreach Initiative Grant)
 - Research and Schedule Outreach opportunities at Community Events (resource table).
 - Assist in staff Outreach events
 - Assist in preparing outreach reports for EOI/CDBG
 - Assist with the preparation of EOI Quarterly Reports

- Must be bilingual, fluent in Vietnamese
- Must be able to work independently and ensure completion of set goals.
- Must be able to work weekends and evening when necessary.
- Experience with public speaking and providing trainings
- 1+ years in a related field
- Must have their own reliable transportation
- Must be able to pass HUD Certification Exam within a timely manner. \
- Other duties may be assigned.

- **Benefits**
 - Health and Dental
 - Mileage Reimbursement
 - Vacation and Sick pay

- **Compensation**
 - Salary is based on experience and qualifications

- **Classification**
 - Full Time

To apply please send cover letter and resume to: Brenda Magana/ info@fairhousingoc.org