

Tenant/Landlord Counselor/CWC

21 hours per week/\$23.45 per hour

ECHO Housing is seeking a Tenant/Landlord Counselor to assist residents with counseling and conciliating rental housing issues in Concord and Walnut Creek. **This position is temporary through June 30, 2020. If you are interested, please submit a Letter of Interest describing how your personal or professional experience relates to this job.**

Major Duties and Responsibilities:

1. Responsible for providing information to owners/tenants on real estate laws on local, state and federal level. Typical questions relate to deposits, eviction procedures, rent increases and repairs. Must become familiar with local rent stabilization laws.
2. Mediates disputes between property managers/owners and renters.
3. Provides assistance and referrals to other ECHO programs and social service agencies.
4. Publicizes housing needs and the agency's housing program through speaking engagements at meetings with officials of service clubs, churches, businesses, government agencies and community organizations.
5. Maintains clients records from intake to closure. Compiles monthly and annual statistical and programmatic reports.
6. Develops and maintains effective and positive working relationship with clients, staff, volunteers, funding agents and community organizations.
7. Performs other duties as assigned by the Executive Director.

Qualifications

1. Knowledge and experience or willingness to learn Tenant/Landlord law at the local, state and federal level.
2. Skills and experience in servicing low- to moderate-income persons and diverse populations, the ability to clearly and sincerely communicate verbally or in writing to clients, staff, public officials and community groups.
3. Bilingual skills necessary (Spanish).
4. Basic computer skills.
5. Use of automobile and CA License required. Mileage reimbursed.

ECHO Housing is an Equal Opportunity Employer.