



Job Announcement



CONTRACT POSITION

Client Relations Specialist
HN4 Solutions
Remote/Contract Position

JOB DETAILS

Starting at \$18 an hour
40 hours a week
Monday to Friday, with some weekends

ABOUT THE COMPANY

HN4 Solutions LLC, is managing the application process for the Navajo Artisan and Small Business Relief Grant currently offered to eligible Navajo-owned businesses on the Navajo Nation and urban areas. Our goal is to acquire eligible applicants for this program and communicate what the criteria is to receive these funds. HN4 Solutions will then award funds to eligible artisans and business owners who suffered from financial hardship or business disruption and need economic relief.

ABOUT THE ROLE

The role of our Client Relations Specialist is integral to the success of our team. Your daily responsibilities will revolve around effectively disseminating information regarding the application process and program eligibility. This entails guiding and supporting applicants through the application process, potentially participating in outreach events to enhance program awareness. As a Client Relations Specialist, you will conduct in-depth personal interviews to gather essential information and documentation, crucial for determining eligibility. Monitoring and assisting in maintaining accurate client eligibility records will be a key aspect of your role, along with explaining policies, procedures, and practices to both applicants and representatives of other agencies. Additionally, you will be responsible for conducting assessments and screening applications to ascertain service eligibility. Your commitment to confidentiality will be reflected in your meticulous maintenance of applicant files and the accurate recording of forms and documents in adherence to established policies and procedures. This fully remote position demands self-starters who can effectively manage tasks and ensure the successful completion of responsibilities.

JOB REQUIREMENTS

The ideal candidate for the Client Relations Specialist position must possess the following qualifications:

- Proficiency in typing at a minimum speed of 35 words per minute.
- Exceptional communication skills, both over the phone and through email, with a professional demeanor.
- Fluency in both Navajo and English languages to effectively communicate with diverse applicants.

- Understanding of basic business principles, particularly in the context of registering a business on the Navajo Nation.
- Demonstrated ability in detailed data entry while reviewing and updating applicant information.
- Strong problem-solving and critical-thinking skills to assist individuals in completing application processes.
- A proactive approach to learning, with adaptability and flexibility in a dynamic work environment.
- Ability to thrive in a collaborative, high-volume, and fast-paced setting.
- Consistent track record of exceeding expectations through attention to detail, organizational skills, reliability, and self-motivation.

WHAT CAN YOU EXPECT

We offer training and consider candidates of various backgrounds. As an employee, you will be provided with resources, tools, and guidance to set you up for success.

REQUIREMENTS

Work authorization in the United States and based in the US.

The selected candidate must successfully complete a background check, conducted in accordance with local law/regulations, before beginning work.

Candidates must have their own computer/laptop with minimum specs of 8gb RAM, i7, Windows 10 or higher, dual monitors, headset, high-speed internet, and a webcam.

This employer uses E-Verify. Please visit the following website to view the related PDF documents: <https://www.e-verify.gov/employers/employer-resources?resource=32>

Candidates must have their own transportation and possess a valid state driver’s license.

Job Type

Full-Time

PAY

Starting at \$18 per hour

EXPERIENCE LEVEL

No experience required

SHIFT

8-hour shift

WEEKLY DAY RANGE

Monday to Friday

Weekends as needed

WORK SETTING

Hybrid Work

Applications are being accepted via Indeed.com or by email at info@hn4solutions.com

Application Packet should include: Resume, Letter of Interest, and References. Additional information will be required if selected for interview.