

# HOUSING RESOURCES BAINBRIDGE JOB DESCRIPTION

## Programs and Office Coordinator

### Summary and Purpose:

The Programs and Office Coordinator manages and assists with multiple programs for Housing Resources Bainbridge and serves as the initial point of contact for all incoming clients. This role is integral to supporting members of the community who need assistance with housing and housing related issues by providing positive, efficient and professional service. This role also supports the operations of our office and staff.

**Reports to:** Property and Homeownership Program Manager

**Schedule:** Part time 20 hours per week (Monday – Thursday, 9am -2pm)

**Compensation:** \$20-\$24 per hour;

**Benefits:** Vacation, Sick, and Holiday Pay

### Responsibilities of this position:

- General and Office Duties (see below)
- Rental and Homeownership Program Duties (see below)

### General and Office Duties:

1. Greet all visitors to office in a professional and friendly manner
2. Receive and respond to all inquiries by phone, online, and in person from families needing affordable rental housing in the region. Provide appropriate resource information to both internal and external resources.
3. Document all inquiries for assistance in Sales Force
4. Report the monthly outcomes of the program using the database software
5. Make appropriate referrals to other agencies in Kitsap County and other areas
6. Maintain and Update as needed all resource information regarding rental housing and other social service programs in county as needed.
7. Track and order office supplies as needed
8. Monitor and assist with technology needs and issues as needed.

### Rental and Homeownership Program Duties:

1. Receive and respond to all inquiries by phone, online, and in person regarding HRB Rental Properties and Homeownership Program.
2. Take in applications for Rental and Homeownership Programs and ensure that all required information is received. Perform initial income qualification for all applicants, interview them and determine eligibility for housing programs.
3. Collect and organize all income certification paperwork from tenants and prospective tenants.

4. Be responsible for keeping all forms for properties up-to-date such as applications, leases, certifications, releases, etc.
5. Present prequalified tenants and potential buyers to Property Manager and assist Property Manager with rent-up paperwork and annual income certification
6. Manage and maintain HRB Rental waitlist and Homeownership waitlist in compliance with Fair Housing Law.
7. Update and keep current HRB resident phone/email list.
8. Coordinate and provide statements and post notices to tenants as needed.
9. Create, organize and maintain all residents forms and files
10. Market HRB properties in the community per Fair Housing and other funder requirements, using a variety of media and outreach efforts
11. Market vacant units and locate prospective tenants for vacant units utilizing HRB wait list and other community sources.
12. Market the homeownership program in the community per Fair Housing and other funder requirements, using a variety of media and outreach efforts.
13. Serve as subject matter expert and administrator on property management database
14. Enter all applications and prospective/current tenant data into property management database.
15. Enter all applications and prospective/current Homeowner data into HomeKeeper database.
16. Assist Property Manager with keeping all documentation necessary for each property and funding source and complete all required reports in a timely manner
17. Manage paperwork and requests from homeowners and work with Program Manager to resolve.
18. Assist Program Manager with the operation of stewardship activities for current owners and homes in the portfolio
19. Assist the Program Manager with homeowner and condo associations managed by HRB.

**Requirements/Qualifications:**

- High School diploma or equivalent required. Associates degree or higher preferred.
- Familiarity and experience with Kitsap County housing resources and affordable housing in general desired, but not required.
- Case management experience desired but not required.
- Competent in MS Word, Excel, PowerPoint, and other office programs
- Experience using Sales Force Non Profit Platform and MRI Affordable Housing Platform is desired but not required.
- Must pass background and reference check
- Detail Oriented

- Able to problem solve and willing to put in that extra effort needed for excellence.
- Analytical
- Able to maintain strict confidentiality
- Ability to multi task and work in a busy open office environment
- Must be patient and willing to spend time teaching/explaining housing information, program guidelines, etc. to applicants, clients, and others
- Excellent Communication and Customer Service skills
- Must be able to provide own transportation to show rental property and to attend meetings out of office as assigned. Mileage is reimbursed.

**Send Resume and Cover Letter to Phedra Elliott at [phedra@housingresourcesbi.org](mailto:phedra@housingresourcesbi.org)**

**Position closes 8/21/2020**