



HOUSING RESOURCES BAINBRIDGE JOB DESCRIPTION

Programs and Office Coordinator

Summary and Purpose:

The Programs and Office Coordinator assists the rental housing program for Housing Resources Bainbridge (and other programs as needed) and ensures that the office is well maintained. This role is integral to supporting HRB staff and members of the community who need assistance with housing and related issues by providing positive, efficient, and professional service.

Reports to: Property Manager

Schedule: 32-40 hours per week (Monday – Friday)

Compensation: \$28 -\$30 per hour (FTE)

Benefits: Health and dental benefits; matching IRA after one year; vacation, sick and holiday pay

Location: In person at HRB office, limited remote work at manager's discretion after 90 days

Responsibilities of this position:

Property management:

- Develop and implement online rental housing application in Salesforce.
- Enter and track data in Salesforce and other systems.
- Receive and respond to housing inquiries by phone, online, and in person. Provide appropriate information about programs and internal and external resources.
- Maintain HRB rental waitlist.
- Oversee income qualification process for prospective and existing tenants.
- Create, organize, and maintain tenant forms and files. Support conversion to digital format.
- Perform periodic property and unit inspections.
- Maintain list of local resources.
- Market HRB properties per funder requirements.

Office support:

- Maintain and stock office supplies.
- Coordinate with office caretaker to ensure regular office cleanings.

Programs support:

- Provide administrative support to all programs as needed.

Requirements/Qualifications:

- Associate/Bachelor degree or commensurate experience.
- Training in any of the following: ACES/resiliency, trauma-informed services, mental health first aid, progressive engagement, and/or supporting victims of domestic violence preferred.
- Familiarity with Kitsap County resources

- General knowledge of affordable housing, equal opportunity housing, and/or fair housing preferred.
- Understanding of structural racism, a commitment to advancing more equitable housing systems, and enthusiasm for contributing to an organizational culture and mission that supports diversity, equity, and inclusion.
- Strong MS Office skills.
- Experience with CRM software (Salesforce) preferred.
- Technology savvy, ability to learn new programs quickly and troubleshoot issues.
- Excellent time management, organizational skills, and attention to detail.
- Strong analytical skills.
- Excellent customer service, effective written and verbal communication skills, and experience working with a diverse population.
- Ability to work under supervision, independently, or collaboratively.
- Ability to transition quickly and smoothly between tasks with short notice.

About Housing Resources Bainbridge:

Founded in 1989, Housing Resources Bainbridge (HRB) is Bainbridge Island's only nonprofit affordable housing provider and advocate. As a community land trust, we own and manage land for the purpose of providing permanently affordable homes for rent and sale.

Stewardship is a key component of the land trust model. We offer rental assistance with social services to increase financial self-sufficiency, shepherd prospective owners through the home-buying process, and support current owners in maintaining the physical and financial health of their homes. We also help older adults and people with disabilities age in place by performing home repairs and modifications.

To those at risk of displacement and homelessness, HRB provides not only housing stability, but access to the strong schools, clean air, and safe neighborhoods of Bainbridge. In this way, we are promoting social and economic mobility and building a more equitable society. We believe that a strong community is an inclusive one.

Housing Resources Bainbridge (HRB) is an equal opportunity employer committed to strengthening our workplace through equity, diversity, and inclusion. Pursuant to federal, state, and local law and our personnel policies, we do not discriminate based on race, religion, color, sex, marital status, familial status, national origin, age, mental or physical disability, sexual orientation, gender identity or source of income.

Send cover letter and resume to Jessica Campbell at info@housingresourcesbi.org.