Intake and Office Coordinator

**Hours:** Full-time (40 hours per week), evenings and weekends as seldom required

**Salary Range:** $36,000 - $48,000 annual salary, commensurate with education/experience/skills

**Benefits:** Health, Dental, Optical, Life and Disability Insurance
- Paid holidays/vacation and sick days
- Optional 401K retirement benefit with 7% employer match

**Position Description:**
The Intake and Office Coordinator is primarily responsible for office coordination, community referrals and intake of fair housing allegations and cases. This position reports to the Director of Advocacy and the Executive Director, and works in close collaboration with the Enforcement Coordinator, Test Coordinator and Investigations Manager. Duties include general clerical, answering telephones, handling walk-ins, ordering supplies, community referrals, case intake, assisting with client correspondence and case development, contract compliance, data entry and managing office operations. This is a full-time professional office position, averaging 40 hours per week. Reliable transportation required.

**Fair Housing Intake:**
Intake begins with a fair housing allegation contact/query received by a fair housing organization. A fair housing allegation involves one or more claims of a violation of a local, state and/or federal fair housing law. Intakes may be in-person or by phone, mail, email or other web-based contact and documented through a standard database entry. Information gathered at intake starts the fair housing case process.

**Position Responsibilities:**
Position responsibilities include, but are not limited to, the items listed below. Position holder acknowledges and accepts that, while they are responsible for the items below, they may be, on occasion, asked to perform duties—within reason—outside of those listed below in order to help the organization complete a program or project which furthers the organization’s mission.

**Intake Coordination:** (85%)
- Answer telephone, e-mails, web inquiries, and walk-in requests to provide assistance and/or route to appropriate staff member
- Specialize in community resource and referral information, and making community referrals
- Record each intake, allegation and referral according to established protocols and agency databases
- Specialize in and complete case intake and closure according to established protocols
- Establish, implement and maintain intake and case file record-keeping procedures
- Ensure intake protocols appropriately assess and record client and program eligibility
- Assist with any/all correspondence with clients
- Assist with research, analysis, and data gathering enforcement activities
- Manage case intake files, enforcement resource/outreach materials, and other records
- Assist with the updating and maintenance of research and reference materials
- Assist with administrative enforcement tasks and casework activities
Intake and Office Coordinator

- Maintain and update enforcement-related logs and databases, including data entry and data quality review

Office Coordination: (10%)
- Oversee and manage operations and building maintenance
- Negotiate, manage, and administer contracts with independent contractors, vendors and service providers, and maintain contact with such
- Assist with resolution of all computer-related matters, including securing appropriate solutions, contractors, vendors and/or service providers
- Manage agency operational vendor accounts, billing and credentials
- Maintain and manage maintenance records
- Oversee general office housekeeping
- Monitor, order and maintain office supplies and equipment, including an equipment acquisition/disposal log
- Process and distribute incoming and outgoing mail
- Generate, assemble and distribute reports and packets for Board/committee meetings
- Provide clerical support to all FHCWM programs and projects including filing and copying

Community Engagement and Other (5%):
- Develop, participate in and maintain partnerships with community-partners, referral agencies, and others in order to further fair housing
- Participate in/represent the Fair Housing Center at meetings, community resource fairs, volunteer fairs, and other outreach opportunities
- Participate as needed in the Fair Housing Center’s annual Fair Housing Luncheon and Workshop Series, and other hosted events
- Assist as needed with grant/contract applications, reports, and administration
- Assist with the generation of the newsletter
- Any other duties as assigned

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Required Skills/Attributes:
- Must possess a commitment to civil rights and the ability to work with a diverse population.
- Ability to positively represent the values and goals of the Fair Housing Center
- Serve as an advocate for fair housing
- Strong written and verbal communication skills with a customer-service orientation
- Strong typing skills
- Excellent relationship building skills with diverse populations
- Ability to think strategically and creatively and to problem-solve
- Positive attitude and ability to have fun
- Ability to maintain demeanor and professionalism in confrontational and emotional situations
- Team-focused, but can work well both collaboratively and independently
- Task oriented and self-motivated
- Excellent organizational skills, with accuracy and attention to detail
- Above average proficiency in Microsoft Office, including Word and Excel as well as ability to contemporaneously input information into a web-based database

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Intake and Office Coordinator

- Ability to organize, document and manage vendor contacts, accounts, and contracts
- Ability to evaluate and anticipate needs with proactive, independent planning and actions
- Ability to set and meet realistic goals, establish work priorities, handle pressure, meet
deadlines, and evaluate and report results
- Ability to multi-task while handling work expectations including telephone, basic office
machines, reading, writing, typing, and computer/data entry

Preferred: Bilingual and/or proficiency with the Spanish language

Required Education/Experience:
- Bachelor’s degree or at least 3 years of equivalent experience required

Preferred:
- Activity/membership in the community, nonprofits or professional organizations
- Knowledge of community housing-related programs and services
- Experience with customer-client service and/or non-profit programs
- Experience with task/office management

Application Process:
Application deadline: Friday, July 9, 2021 at 5:00 P.M. EST.
Application must include:
  1. cover letter,
  2. resume and
  3. contact information for at least 2 professional references.

Please send application as a single PDF to Elizabeth Stoddard at estoddard@fhcwm.org with
“Intake and Office Coordinator” in the subject line. Applicants will be notified whether or not
they have been selected for an interview. Interviews will be scheduled during the week of
August 2, 2021.

Equal Opportunity Employer:
The Fair Housing Center of West Michigan is an Equal Employment Opportunity organization
and does not discriminate against any person in matters of employment, application for
employment, and/or benefits on the basis of race, religion or creed, color, national origin,
gender, disability, family status, marital status, age, gender identity or expression, genetic
information, sexual orientation, genotype, medical condition, height, or weight.

The Fair Housing Center of West Michigan will provide reasonable accommodation to a
qualified applicant or employee with a disability.