Test 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:**
Primary duties include fair housing test coordination and tester recruitment, training and retention for all housing testing projects of the FHCWM, including but not limited to rental, financial institution, homeowners’ insurance, home appraisal, and real estate tests. The Test Coordinator of the Fair Housing Center is directly responsible to the Investigations Manager for all aspects of their job responsibilities, and also reports to the Director of Advocacy and the Executive Director. The Test Coordinator works in close collaboration with the Intake and Office Coordinator and the Enforcement Coordinator. This is a full-time professional office position, averaging 40 hours per week. Reliable transportation required.

**Fair Housing Testing:**
Testing is an investigative tool used to gather evidence. Generally, fair housing testing refers to the use of individuals (“testers”) who, without any bona fide intent to rent or purchase a home, apartment, or other dwelling, pose as prospective renters, owners or purchasers of real estate for the purpose of gathering information. In other words, testers simulate ordinary housing transactions for the purpose of obtaining credible and objective information about housing practices. Testing can be used to investigate all types of housing and housing-related services. Testing evidence often forms the basis for successful resolution of a housing discrimination complaint. The Test Coordinator designs and controls the testing process so that it produces a fair assessment of housing practices.

**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.

**Test Coordination:** (95%)
- Assist with and provide support for all testing projects and research  
- Assist with research and investigation related to case development and testing  
- Maintain, update and develop test forms  
- Assist with completion of all contractual testing requirements  
- Assist with tester recruitment, management and retention  
- Create, manage and update tester training materials and create tester training packets as needed  
- Assist with tester training scheduling and registration  
- Develop, update and conduct tester trainings
Test Coordinator

▪ Assist with tester retention, including maintaining regular contact with testers
▪ Create and maintain test files
▪ Coordinate testing assignments according to established protocols
▪ Determine appropriate test structure, tester instructions and control factors
▪ Arrange tester participation and maintain communication with tester
▪ Collect test forms and materials, debrief testers and assemble test file materials
▪ Review and prepare preliminary analysis of test results according to established protocols
▪ Maintain and update Test Log and Test Database
▪ Research, create and implement special testing projects
▪ Keep accurate records
▪ Assist with enforcement reporting
▪ Assist with case development
▪ Assist with research, analysis, and data gathering for enforcement activities
▪ Maintain and update enforcement-related logs and databases, including data entry and data quality review

Community Engagement and Other (5%):
▪ 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
▪ 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
- Excellent relationship building skills with diverse populations
- Ability to think analytically, objectively, strategically and creatively
- Strong problem-solving skills
- Ability to recruit and manage volunteers
- 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
- Ability to set and meet realistic goals, establish work priorities, handle pressure, meet deadlines, and evaluate and report results
Test Coordinator

- Ability to multi-task while maintaining high standards for record-keeping, efficiency and effectiveness
  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
- Experience coordinating volunteers
- Experience with entering information into agency databases

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 “Test 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.