



INTAKE AND OFFICE COORDINATOR

The Intake and Office Coordinator of the Fair Housing Center of Central Indiana is primarily responsible for office coordination, community referrals, and intake of housing questions and fair housing allegations. This position works in close collaboration with all staff with oversight by the Deputy Director and Executive Director.

Primary Responsibilities (established by the Executive Director):

- Screen clients for fair housing counseling, collecting necessary information for initial intake;
- Answer general questions from potential clients about housing issues via phone, in-person, and email;
- Provide fair housing counseling to victims of housing discrimination;
- Work with staff to update intake process for maximum efficiency and effectiveness;
- Prepare and submit data to be included in reports;
- Network and stay current on resources for clients, providing up-to-date, viable referrals and resources for all clients and updating resources on an ongoing basis, including COVID-related educational resources;
- Maintain accurate client files and database;
- Participate and network at community exhibits and fairs;
- Work with attorneys as needed;
- Remain informed of changes in fair housing regulations, statutes, and ordinances and stay abreast of current legal and administrative decisions/rulings;
- Safeguard client security and confidentiality;
- Maintain effective communication throughout the organization;
- Oversee and manage office operations including mailings and support of FHCCI programs;
- Seek bids when needed with independent contractors, vendors, and service providers;
- Monitor, order, and maintain office supplies and equipment; and
- Assume other responsibilities as assigned by the Executive Director.

Qualifications:

- Bachelor's degree in related field or equivalent experience;
- Demonstrated interest in combating housing discrimination;
- Demonstrate the ability to communicate clearly and possess good analytical, problem solving, and writing skills with strong attention to detail;
- Exhibit a high level of personal energy, organization, and commitment to position and FHCCI mission.
- Knowledge of fair housing and other housing laws or ability to obtain knowledge quickly;
- Must be organized, thorough, accurate, and possess proficiency with computer and related needs;
- Possess good teamwork skills and the ability to work with a diverse population;
- Ability to work independently and as part of a team;
- Strong written and verbal skills;
- Must be professional, articulate, and friendly when assisting people through client intake who may be experiencing extreme housing challenges;
- Must be able to multi-task working on several projects at the same time;
- Ability to focus and pay close attention to details;
- Must have strong computer skills to be able to write reports, business correspondence, and other organization materials;
- Access to reliable transportation; and
- Bi-lingual English/Spanish a plus.

Salary Range: \$45,000-48,000 to start, dependent on experience, skills, and abilities

Benefits: Health, Dental, and Optical Insurance are 100% paid for employee
Paid holidays, annual leave, and personal leave
403(b) retirement benefit contribution by FHCCI
Parking provided

Hours: Position is full time. Hours may vary at times from week to week as a result of deadlines and position requirements. In-state travel may occur; some out-of-state travel occasionally. Remote working allowed for some hours after probation period.

Other: A criminal background check is required due to federal funding requirements and potential involvement in litigation. The above declarations are not intended to be an all-inclusive list of the duties and responsibilities of the position described, nor are they intended to be such a listing of the skills and abilities required to do the job. Rather, they are intended only to describe the general nature of the position.

To apply for this position, you MUST submit the following to be considered:

- Submit a cover letter of no more than one page explaining your interest in the position and any other information not included elsewhere.
- Submit a detailed resume of current and past positions, dates worked, and duties thereof.
- Submit a writing sample of one page describing what fair housing means to you.
- Submit contact information for three professional references.
- Note: Documents submitted should be in pdf format.

Applications will ONLY be considered if all the above items are received. Email your completed application with the subject title "Intake & Office Coordinator" to the attention of Amy Nelson, Executive Director, at anelson@fhcci.org

Interviews will begin immediately. The position will remain open until filled. No phone calls or email inquiries, please.

The Fair Housing Center of Central Indiana supports affirmative action and is dedicated to promoting equal employment opportunity.