

JOB DESCRIPTION

Job Title: Office Support Specialist
Department: Programs
Reports To: Executive Director

SUMMARY

The Office Support Specialist will work with program staff, specifically the Community Development Managers and the housing counseling team to assist with program implementation and reporting. In addition, the Office Support Specialist will perform front desk and receptionist duties including but not limited to answering phones and greeting clients.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty fully. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The following duties and responsibilities are those considered to be essential but do not represent all job functions that may be required to be performed by this position. Other comparable duties and responsibilities may be assigned as needed. **Early morning, evening and weekend work required as determined by operational needs or assigned.**

Receptionist and Office Management Duties

- Greet and welcome guests as soon as they arrive at the office
- Direct visitors to the appropriate person and office
- Answer, screen and forward incoming phone calls
- Ensure office areas are tidy and presentable, with all necessary stationery and material
- Provide basic and accurate information in-person and via phone/email
- Receive, sort and distribute daily mail/deliveries
- Maintain office security by following safety procedures and controlling access via prodicals.
- Order office supplies and keep inventory of stock
- Update calendars and schedule meetings
- Arrange travel and accommodations, and prepare request vouchers/certificates
- Keep updated records of office expenses and costs
- Perform other clerical receptionist duties such as filing, photocopying, transcribing and faxing

Housing Counseling Responsibilities:

- Assist Director of Operations by producing counseling reports as assigned
- Facilitate workshop registration
- Assist with scheduling clients for counselors
- Prepare files prior to appointment making sure all documents are there
- Help prepare for monthly counselor workshops and broker's opens

- Assist with file compliance by reviewing case files after a counselor has met with a client and making sure everything is together in the file correctly. Organizing the file to HUD standards.
 - Make copies when needed
 - Make calls to secure missing information from a file
- As needed, assist counselors by providing some follow up services with clients regarding their action plan
- Follow up calls with lenders, real estate agents, title companies, etc... as needed

General Knowledge Requirements:

- Proven work experience as a Receptionist, Front Office Representative or similar role
- Proficiency in Microsoft Office Suite
- Hands-on experience with office equipment (e.g. fax machines and printers)
- Professional attitude and appearance
- Solid written and verbal communication skills
- Ability to be resourceful and proactive when issues arise
- Excellent organizational skills
- Multitasking and time-management skills, with the ability to prioritize tasks
- Customer service attitude
- High school degree; additional certification in Office Management is a plus
- Must understand and embrace the Healthy Neighborhoods principles of neighborhood revitalization. In addition, must generally understand Healthy Neighborhoods loan products, target blocks, and block beautification processes
- Must understand Belair-Edison real estate data and trends and be able to articulate these to various groups, i.e. funders, clients, and other stakeholders
- Must have some basic understanding of housing counseling and encourage residents to utilize the services as needed
- Must be familiar with the Main Street Four Point Approach to commercial district revitalization
- Must be familiar with organizational strategic plan
- Must obtain training to be in compliance with industry standards for housing counseling and financial literacy coaching.

General

- Attend all group and program staff meetings and trainings on time and fully engaged
- Performs all other duties as assigned
- Independent transportation is a must
- Ability to work with volunteers as needed and abide by the conflict of interest and confidentiality policies of the program.
- As needed, will represent the organization at events and functions to include Healthy Neighborhoods and other external meetings

SUPERVISORY RESPONSIBILITIES

None

EDUCATION and EXPERIENCE

Associate degree is a plus. If no degree must have a high school diploma or equivalent and 2 years' experience with extensive community development, housing counseling, city and regional planning, and/or business work experience.

LANGUAGE and COMMUNICATION SKILLS

Strong written and oral communications skills are a must. Must have an ability to read, analyze, and interpret an array of data and procedures. Must have an ability to write reports and business correspondences. Must have ability to effectively and persuasively present information and respond to questions from groups of managers, clients, lenders, home seekers, residents and the general public. Must have excellent social skills with an ability to quickly build rapport with clients and other target audiences. Must have an ability to organize, analyze, and use industry research.

MATHEMATICAL SKILLS

Basic math skills

TECHNOLOGY SKILLS

Must be proficient in all Microsoft Office applications; knowledge of Adobe Creative Suite a plus; knowledge of GIS mapping a plus.

REASONING ABILITY

Ability to define problems, collect data, analyze data, establish facts, and draw valid conclusions. Ability to interpret and deal with several abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, and distance vision.

The employee will need to be able to provide his/her own transportation.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.