



Position Title:	HCEC & Operations Specialist
Last Reviewed:	July 2023
Department:	Financial Assistance, HCEC & Front Office
Position Status:	Full-time
FLSA Classification:	Non-Exempt
Reports to:	Director of Housing Resources, Education & Access

Position Statement

The HCEC & Operations Specialist is responsible for ensuring there is a welcoming, responsive, equitable and accessible environment for customers visiting the office, calling in, or connecting electronically. This role requires excellent customer service skills, time management, confidentiality, and multi-tasking for shifting priorities for the Front Office, Financial Assistance and HCEC Support Team. At Berkshire Housing, our work is driven by our mission, our core values and our culture of diversity and inclusion.

Duties & Responsibilities:

Front Office

- This role is responsible for providing reception duties which include sorting mail, sorting and logging checks, picking up mail each morning and bringing mail to the mailbox at days' end.
- Follow critical organizational policies and procedures.
- Act as the point of contact for senior leadership, staff, clients, and external vendors
- Assist with ordering and inventory of office supplies, record keeping and ensuring office equipment is maintained in working order.
- Assist with receiving, unboxing, and organizing deliveries.
- Being the point person, organizing and maintaining records of vendor contracts.
- Tracking building key fobs and vendor door codes.
- Maintaining a record keeping system for technology equipment issued to staff.
- Administrative support to the Director of People & Culture assisting with preparing materials for onboarding new staff and coordinating technology needs.
- Communicate and coordinate with IT vendor tracking support needs and follow through.
- Willingness to administratively support other departments with projects and overflow.

Housing Consumer Education Center (HCEC)

- Provide outstanding customer service for all inquiries by phone, email, and lobby patrons.
- Learn about local housing stabilization resources and aid consumers seeking information by phone, email, or walk-ins.
- Assist Financial Assistance staff with inquiries and status updates for applicants.

- Monitor and maintain up to date HCEC materials and information in the lobby area.
- Manage the tracking and coordination needed for the FTHB Program

Essential Responsibilities

- Excellent Microsoft Word, MS Office, and Excel skills
- Ability to multi-task varied priorities
- Excellent verbal and written communication skills
- Excellent organizational skills
- Ability to work with diverse populations
- Mission-driven and able to maintain strong values and seek creative solutions in a positive, team-oriented and judgement free environment.

Education

- High School/Vocational Diploma

Physical Requirements

- Stationary work. Exerting up to 10 pounds of force occasionally to lift, carry, push, pull or otherwise move objects.
- Repetitive motion. Substantial movements (motions) of the wrists, hands, and/or fingers.
- The team member is required to have close visual acuity to view and work on a desk computer/laptop/iPad.
- Work is performed in an office environment and requires the ability to operate standard office equipment (phone, fax machine, copy machine, postage machine, etc).
- Must have the ability to walk short distances.

Berkshire Housing Commitment to Equity

Diversity and a culture of inclusion are crucial to the mission of Berkshire Housing. We believe that self-reflection and awareness is critical, that diverse, equitable and inclusive representation should be reflected by our board, our team members, and in our programming and services.

Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or protected veteran status.

Disclaimer

This job description is not a contract for employment, and it is not an inclusive listing of all the duties, responsibilities, and expectations of the position. Duties, responsibilities, and expectations can change at any time without notice. This document does not extend an offer for permanent or continuous employment. Berkshire Housing is an at-will employer.

Team Member Name: _____

Team Member Signature: _____

Date: _____

