



**BERKSHIRE  
HOUSING**  
CONNECTING PEOPLE TO HOME

<b>Position Title:</b>	HCEC & Operations Specialist
<b>Last Reviewed:</b>	January 2024
<b>Department:</b>	Financial Assistance, HCEC & Front Office
<b>Position Status:</b>	Full-Time
<b>FLSA Classification:</b>	Exempt
<b>Reports to:</b>	Director of Housing Resources, Education & Assets

**Position Summary:**

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. This position is also responsible for the operation and success of the First-Time Homebuyer program.

**Duties & Responsibilities:**

**FRONT OFFICE:**

- This role is responsible for providing reception duties, opening and 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 and delivering the FTHB workshops in accordance with CHAPA minimum standards.



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**Disclaimer**

This job description is not a contract for employment, and it is also not an inclusive listing of all duties, responsibilities, and expectations of the position. This document does not extend an offer of permanent or continuous employment. Berkshire Housing is an at-will employer.

**Name:** \_\_\_\_\_

**Date:** \_\_\_\_\_