



Job Title: Administrative Coordinator

Date: February 2019

Department: Mission Control/Homebuyer Services

Reports to: Office Manager (with dotted line to Director HBS)

Work schedule: Full Time; Monday – Friday, Saturdays as needed

Please send resume and letter of interest to HR@HRWorksinc.com.

Summary:

First point of contact for incoming inquiries (phone and in person) providing information and/or routing calls and visitors to appropriate destination. Provide administrative support for Homebuyer Services.

Essential Functions

- Greet, announce, and assist visitors to the building. Direct the visitors to suitable personnel and/or conference room.
- Follow security protocol for building entry.
- Answer main phone line – answer basic questions about the program and ReStore. Screen/forward incoming calls to proper person/departments.
- Provide administrative support to the homebuyer development and education programs including the acceptance of incoming applications, committee support and logistical coordination.
- Handle inquiries from homebuyer applicants both in person and by phone.
- Provide administrative and logistical support for post-purchase activities including the workshops, advocate support and referrals to other agencies, as needed.
- Maintain and order office supplies.
- Serve as first point-of-contact for call-backs maintaining tracking of status through resolution.
- Route incoming mail accurately and timely each day. Prepare outgoing mail.
- Accept homeowner mortgage payments and other incoming documents/deliveries. Follow appropriate procedure(s) for the acceptance of these items.

Education/Requirements

- High school diploma or GED
- Professional demeanor
- Excellent written and oral communication skills
- Adaptable and courteous when working and/or communicating with our non-English speaking visitors
- Basic computer and data entry skills
- Ability to work occasional Saturdays to assist with workshops and other Homebuyer development activities

Desired Qualifications

- Experience in non-profit social service agency or volunteer agency.
- Certified in pre-purchase counseling or willingness to work towards certification
- Fluency in Arabic language(s) - huge plus