



We're looking for amazing people to join the Fair Housing Movement! Join HOME as an Administrative Support Specialist!

Housing Opportunities Made Equal of Virginia, Inc. (HOME) is a civil rights fair housing organization with a mission to ensure equal access to housing for all people. We exist to address housing-related systemic inequities that perpetuate segregation, concentrations of poverty, and wealth inequality. HOME enacts its mission through fair housing enforcement and advocacy, housing research and policy, and housing counseling and education direct services.

HOME is focused on employee engagement and committed to a healthy, diverse, and inclusive work environment. We offer a competitive benefits package including free healthcare, vision, dental, and a flexible work environment with telecommuting option.

Job Summary

The Administrative Support Specialist is responsible for helping to advance the mission of HOME by providing administrative and clerical support to HOME's programs and services. The ideal candidate will manage phone calls from individuals facing housing discrimination related to fair housing protected classes. The Administrative Specialist is responsible for a wide range of duties, organizational skills, and tasks for managing a nonprofit organization. The incumbent must have attention to detail, ability to complete a variety of projects and assist in grant and federal compliance requirements. The incumbent must be able to work effectively with diverse people of varying abilities, work efficiently on assigned tasks, and work both independently and as a team member. This position may require other duties as assigned to support the Fair Housing Department and HOME's mission.

**This position is supported by a federal grant that expires
October 2023.**

Duties and responsibilities

The Administrative Support Specialist is responsible for the following:

1. Support for Fair Housing Enforcement and Investigations

- a. Assist the administration team in helping to discern fair housing calls from other phone calls.
- b. Collaborate with the Enforcement and Investigations staff to evaluate and revamp their intake process in a manner that is most suitable for HOME's clients.
- c. Support staff in the development and execution of a Fair Housing Pandemic Roundtable of housing advocates and community stakeholders.
- d. Assist staff in their task to identify and interview Virginians who have been evicted or displaced due to the pandemic.
- e. Provide support in the development and execution of education and outreach of events.
- f. Enter data into the fair housing database, such as, entering Fair Housing classes and trainings into the Fair Housing database and entering data from intake forms and prospective tester inquiries into the fair housing database, daily.
- g. Develop and maintain a tracking system for tester payments and reimbursements. Serve as the liaison between testers, fair housing staff, and accounting.
- h. Create and maintain fair housing outreach folders.

- i. Attend the Enforcement and Investigation department's intake meetings, monthly department meetings, grant meetings, and HOME's Legal Advisory Committee meetings. Take notes during the meetings and distribute notes to all participants.
- j. Support the department in the collection and maintenance of tester employment forms and ensure tester files are updated. This includes, coordinating background checks of approved testers.
- k. Imports hard case files from the vault into the fair housing database.

2. Administrative Staff Support Back-Up

- a. Answer and screen telephone calls, take messages containing complete and accurate information, and/or send to voicemail unless able to assist caller.
- b. Redirect non-HOME phone calls to appropriate community resource.
- c. Maintain appropriate client-staff relationships and observes appropriate boundaries.
- d. Ensures customer service standards are upheld.
- e. Log and keep track of customer calls.
- f. Actively participate in the organizations efforts to improve and enhance customer and high-quality services to the public.
- g. Promote and support the mission of HOME.
- h. Maintain a respectful and welcoming environment for all program participants. An ideal candidate would be friendly, patient, and have a strong ability to communicate with diverse populations.
- i. Assist staff with various administrative projects, including data entry, organize and secure files (paper and electronic) containing confidential information, implement organizational policies and procedures, and supporting immediate office demands.
- j. Communicate clearly with office visitors, program participants, team members, and the HOME organization. Demonstrate strong professional written and verbal (telephone and in-person) communication skills, and conflict-resolution ability.
- k. Use technology to complete special projects, coordinate team member schedules, organize information, and prioritize duties.

3. Special Projects & Events

- a. Assist executive team, directors and other staff for special projects as requested (i.e., copying, filing, typing, drawing, and writing).
- b. Maintain positive working relations with HOME staff, Board of Directors, clients, visitors, and community representatives.

4. Customer Service: Adhere to agency universal standards on delivery of services.

- a. Answer and screen telephone calls take messages containing complete and accurate information, and/or send to voicemail unless able to assist caller.
- b. Redirect non-HOME phone calls to appropriate community resource.
- c. Pick up and deliver mail as needed.
- d. Visitors/Lobby/Surveillance Monitoring - Welcome Visitors, guests, and clients upon entering Lobby area.
- e. Maintain appropriate client-staff relationships and observes appropriate boundaries.
- f. Ensures customer service standards are upheld.
- g. Log and keep track of customer calls.
- h. Actively participate in the organizations efforts to improve and enhance customer and high-quality services to the public.

5. Administrative Staff Support

- a. Promoting and supporting the mission of HOME.
- b. Maintaining a respectful and welcoming environment for all program participants. An ideal candidate would be friendly, patient, and have a strong ability to communicate with diverse populations.
- c. Assisting staff with various administrative projects, including data entry, organizing, and securing files (paper and electronic) containing private information, implementing organizational policies and procedures, and supporting immediate office demands.
- d. Communicating clearly with office visitors, program participants, team members, and the HOME organization. Demonstrate strong professional written and verbal (telephone and in-person) communication skills, and conflict-resolution ability.
- e. Using technology to complete special projects, coordinate team member schedules, organize information, and prioritize duties.

Qualifications

The ideal candidate will have a minimum of two years related experience, nonprofit experience a plus. A proficiency with spreadsheets, databases, and word processing. Ability to multi-task and prioritize in a dynamic work environment. Strong attention to detail and ability to work as a team member with minimal supervision. Solid written and oral communication skills and excellent phone manner. Ability to operate and troubleshoot standard office equipment. The candidate must also be able to work effectively with diverse people of varying abilities, and to work efficiently, both independently and as a team member.

In addition, all employees of HOME are expected to meet these general qualifications:

- Strong commitment to social justice
- Excellent oral and written communication skills
- The ability to communicate complex issues, data, and concepts clearly
- The ability to function effectively within high performance, cross divisional work teams
- The ability to coordinate key activities across programs
- Willingness to participate in fund development activities, effectively manage key constituent relationships, and provide the necessary client data and information to HOME
- The ability to act independently and proactively
- The ability to adapt to changing circumstances
- Exercise sound judgment and diplomacy
- The ability to manage multiple projects
- The ability to maintain a high degree of professionalism, confidentiality, and substantial contact with the public

To Apply

Interested candidates should submit a **cover letter and resume** to jobs@homeofva.org and include **Administrative Support Specialist** in the subject line. HOME is an equal opportunity employer with an accessible workplace.

HOME of VA requires all employees to be fully vaccinated against the COVID-19 virus. Candidates must present acceptable proof of vaccination by the date of hire as a condition of employment.

Job Posting is open until filled.

Hiring Salary Range: \$40,000 - \$43,000

HOME is an equal opportunity employer with an accessible workplace and does not discriminate based on race, color, sex, age, religion, creed, disability, national origin, gender identity, political or union affiliation, marital status, sexual orientation, veteran status, source of income or other non-bona-fide job requirements.