



Position Title:	HCEC & Operations Specialist
Last Reviewed:	April 2024
Department:	Financial Assistance, HCEC & Front Office
Position Status:	Full-Time
FLSA Classification:	Exempt
Reports to:	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 and for HCEC triage and maintaining an HCEC resource library.

Duties & Responsibilities:

FRONT OFFICE:

- This role is responsible for providing reception duties, back up for opening and sorting mail, back up for sorting and logging checks, back up for picking up mail each morning and solely responsible for 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.
- 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. Create a library of resources for use in the lobby and online and for all HCEC staff to utilize.
- Participate in stabilization team meetings for resource sharing and case discussions.
- Manage the tracking and coordination needed for the FTHB Program and deliver the FTHB workshops in accordance with CHAPA minimum standards.
- Receive and screen HCEC intake assessment forms daily and make recommendations for next steps for solving individual's housing issues. Enter all information into the CMS data system and forward recommendations to the HCEC admin staff.



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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: _____