

Reports to Director of Housing

Office Coordinator

SUMMARY OF PRIMARY FUNCTION

Under the direction of the Director of Housing, answers telephone calls and greets people visiting agency and assists with clerical duties.

ESSENTIAL RESPONSIBILITIES/DUTIES

1. Answers telephone and directs call to proper staff person.
2. Greets visitors as they enter main office building and directs to appropriate resources.
3. Assists Brooks St residents with day-to-day needs.
4. Assist walk-ins with completing applications and provide other resources.
5. Refer call-in's to outside resources.
6. Schedules appointments for the Director of Housing and Case Managers.
7. Mail & fax housing intake form to those requesting applications.
8. Assists in processing housing applications.
9. Perform data entry for all new applications placing them on the appropriate housing list.
10. Assist in maintaining the waitlist and checking in the applicants when they call.
11. Assists with agency mailings.
12. Makes copies as needed.
13. Assists with clerical/filing duties of Executive Director.
14. Enters work orders into maintenance database.
15. Receive rent payments, copy, & receipt.
16. Receive Porchlight rent, contract payments, grant payments and distribute.
17. Monitoring of front office volunteers.
18. Monitoring security patrol officers.
19. Monitor/process/distribute all incoming faxes.
20. Maintain appropriate lists needed for front office reference.
21. Sort mail for staff/tenants and redirect if appropriate.
22. Assist/Coordinate polling/voting onsite as needed for the City of Madison residents.
23. Sort all incoming cash/checks/money orders (walk-in payments, mailed payments, drop-box payments), and hand off to respective Porchlight staff members.

(Continued)

Teamwork & Collaboration:

1. Works in collaboration with program and all other agency staff to facilitate a team environment.
2. Demonstrates and models effective communication skills in building relationships with all clients and employees.
3. Creates good working relationships with other service providers.
4. Participates in the development and implementation of Porchlight's strategic plan.

Porchlight Values & Culture:

1. Treats all clients, employees, and visitors with caring, kindness, respect, and dignity.
2. Helps to create an environment that value and appreciates diversity.
3. Adheres to all Porchlight policies, procedures, code of conduct, and attendance rules.
4. Maintains strict confidentiality of all information.
5. Adheres to Porchlight policies in the use of computer technology and tele-communications devices.
6. Conducts self within appropriate and expected professional boundaries and policies.

QUALIFICATIONS

1. Proficiency in Microsoft Office Suite software (WORD, EXCEL, OUTLOOK, ACCESS).
2. Strong verbal and written communication skills.
3. Ability to handle a variety of tasks simultaneously.
4. Demonstrated organizational skills.
5. Computer literate.
6. Experience with telephone systems.
7. Knowledge of telephone etiquette.
8. Attention to detail.
9. Comfortable working with people from all ethnic, age, racial, religious and income groups.
10. Interest in and ability to relate to all people with respect and dignity.
11. Knowledge of and experience with office equipment.