



PORCHLIGHT, INC.

306 N BROOKS ST
MADISON, WI 53715
P: 608.257.2534
F: 608.257.2507

WWW.PORCHLIGHTINC.ORG

Office Coordinator – Applications due January 28, 2022 at noon

OUR MISSION

Porchlight strives to address homelessness in Dane County by providing shelter, housing, supportive services, and a sense of community in ways that empower residents and program participants to positively shape their lives.

This mission to serve those struggling with homelessness can only be accomplished through the generous support of community members and the endless dedication of our staff and volunteers.

HOW TO APPLY: Interested candidates must have a formal Employment Application on file, which can be found at <http://porchlightinc.org/careers/>.

Email: hr@porchlightinc.org
Post Mail: Human Resources, Porchlight, 306 N. Brooks St., Madison, WI 53715

Title: Office Coordinator
Department: Housing
Primary Location: 306 N Brooks St, Madison
Reports to: Director of Housing
FLSA Status: Nonexempt
Employment Status: Full-time, regular
Hours: 30 hours per week
Regular Schedule: Some flexibility in scheduling between 8 am – 4:30 pm, Monday-Friday
Pay Range: \$16-18/hour
Benefits Available: Full package, prorated paid leave, details available on our website
Screening Requirements: CCAP background check

SUMMARY OF PRIMARY FUNCTION: Under the direction of the Director of Housing, coordinates waiting lists, housing interview/application process, assists with leasing documents including Security Deposit arrangements. Communicates with maintenance personnel. Coordinates ordering/delivery of supplies.

ESSENTIAL RESPONSIBILITIES/DUTIES

- Maintains all tenancy records for Porchlight housing properties.
- Conducts on-site inspections of housing units; identifies and resolves any problems relating to the physical condition of housing units.
- Communicates with maintenance for work orders and scheduling.
- Reviews all applications of potential residents, completes comprehensive background checks including income and asset verifications, interviews applicants with the assistance of Case Managers, and insures the applicants meet compliance with funding source requirements.
- Conducts 1st interviews for scattered site residents.
- Conducts 30 day, after move in, follow up inspections with tenant's onsite in their units. Answers telephone and greets all visitors and directs to proper staff person.
- Assists walk-ins with completing applications and provides other resources.
- Schedules appointments for the Director of Housing and Case Managers.
- Mails & faxes housing intake form to those requesting applications.
- Assists in processing housing applications.
- Assists in maintaining the waitlist and checking in the applicants when they call.
- Administrative Duties:
 - Assists with agency mailings.
 - Makes copies as needed.
 - Assists with clerical/filing duties of Executive Director.
 - Enters work orders into maintenance data base.
 - Monitors maintenance email requests.
 - Receives rent payments, copy, & receipt.
 - Prepares donations for finance
 - Sort all incoming cash/checks/money orders (walk-in payments, mailed payments, drop-box payments), and hand off to respective Porchlight staff members.
 - Monitors front office volunteers.
 - Monitors/processes/distributes all incoming faxes.
 - Maintains appropriate lists needed for front office reference.
 - Sorts mail for staff/tenants and redirect if appropriate.
 - Handles maintenance for office equipment.
 - Assists with polling/voting onsite as needed for the City of Madison residents.
 - Creates and distributes communication to residents from staff.
 - Performs other duties as assigned by the Director of Housing and Administrative Specialist to ensure the department is adequately staffed and that work is equally distributed.

Teamwork & Collaboration

- Work in collaboration with program and all other agency staff to facilitate a team environment.
- Demonstrate and model effective communication skills in building relationships with all guests and employees.
- Create good working relationships with other service providers.
- Participate in the development and implementation of Porchlight's strategic plan.



Office Coordinator – Applications due January 28, 2022 at noon



PORCHLIGHT, INC.

306 N BROOKS ST
MADISON, WI 53715

P: 608.257.2534

F: 608.257.2507

WWW.PORCHLIGHTINC.ORG

Porchlight Values & Culture

- Treat all guests, employees, and visitors with caring, kindness, respect, and dignity.
- Strive to reduce barriers to housing, shelter, and services.
- Help to create an environment that values diversity and promotes racial equity.
- Adhere to all Porchlight policies, procedures, code of conduct, and attendance rules.
- Maintain strict confidentiality of all information.
- Adhere to Porchlight policies in the use of computer technology and tele-communication devices.
- Conduct oneself in accordance with appropriate and expected professional boundaries and policies.

QUALIFICATIONS

- Must be able to multi-task and work in a high-paced environment.
- Detail orientation in the context of the big picture.
- Strong verbal and written communication skills.
- Ability to handle a variety of tasks simultaneously.
- Demonstrated organizational skills.
- Computer literate.
- Experience with telephone systems.
- Knowledge of telephone etiquette.
- Attention to detail.
- Basic math skills.
- Knowledge of and experience with office equipment.
- Experience working in a nonprofit social service agency.
- Genuine desire to work with a socially disadvantaged and multi-ethnic population, including those with low incomes.
- Sincere respect for disadvantaged individuals.
- Team orientation with respect for others.
- High ethical standards.
- Proficiency in Microsoft Word, Excel, and Outlook.
- Ability to adapt to new technology quickly.
- Strong knowledge of and experience with office equipment.
- Driver's license and access to vehicle with personal insurance.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The following physical demands are representative of those required by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be available to enable individuals with disabilities to perform the essential functions.

- Indoor environment: tenant units, open office, shelter dormitories, facilities, etc.
- Outdoor environment: parking lot, grounds, on-site trailer, etc.
- Exposure to weather, extreme heat/cold, loud noises, fumes, airborne particles, toxic/caustic chemicals, risk of electrical shock and vibration
- Sitting
- Standing, kneeling, walking
- Bending, stooping
- Reaching, pushing, pulling
- Climbing stairs
- Lifting, carrying up to 25 pounds
- Repetitive, fine hand, finger, and foot movements
- Typing/data entry
- Operating various equipment
- Talking, hearing, interacting with coworkers, vendors, participants
- Using office machines - phone, fax, computers, postage meter, etc.
- Close vision
- Distance vision, field of vision, color/depth perception

Minimum Requirements

- Seeing, hearing, speaking
- Reading, writing
- Basic English comprehension, written and oral communication
- Ability to lift 25+ pounds
- Ability to drive to scattered sites.
- Work onsite and at multiple locations.
- The person in this position frequently communicates with clients who have inquiries about their housing. Must be able to exchange accurate information in these situations.

EEO STATEMENT: It is our policy not to discriminate against any employee or applicant because of race, religion, marital status, age, color, sex, disability/handicap, national origin or ancestry, income level or source of income, arrest record or conviction record, less than honorable discharge, gender identity, physical appearance, sexual orientation, political beliefs, or student status.

This job description may not be inclusive of all assigned duties, responsibilities, hours, or aspects of the job described, and may be amended at any time at the sole discretion of the employer.

