



Administrative and Information Coordinator

Piedmont Housing Alliance's mission is to create affordable housing opportunities and foster community through education, lending, and equitable development.

PRIMARY FUNCTION

The Administrative and Information Coordinator leads Piedmont Housing Alliance's information and referral functions and coordinates office operations in support of service delivery and mission advancement; provides excellent customer service, efficient office management, and effective administrative team support; reports to Deputy Director but works closely with the Community Management and Housing Counseling teams.

ESSENTIAL DUTIES & RESPONSIBILITIES

1. Lead information and referral functions; organize and update client resource information.
2. Professionally and warmly greet, respond to, and direct all incoming visitors, callers, and email inquiries. Manage and update phone system. Sort and distribute incoming mail, fax, and other communications.
3. Support Housing Counseling Team: provide information and referrals, provide and process intake forms, scan completed intakes and setup electronic files, communicate and follow-up with clients, provide database and file support, support client survey completion and data entry.
4. Support Community Management Team: provide rental information and applications; assist with resident communication; connect residents' inquiries to appropriate community management staff; assist with completion of resident paperwork and data entry; provide receipts for residents paying rent.
5. Provide administrative support for other core functions, such as staff and board communications, fundraising and grant writing, accounting, IT, and special projects and events.
6. Serve as point person for office administration, including administrative policies and procedures, general facility management, meeting coordination and conference room scheduling.
7. Perform other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES

- Excellent organization skills with the ability to be detail oriented, plan, prioritize, multi-task and meet deadlines in a fast paced environment.
- Ability to deliver quality customer service and communicate appropriate resource information.
- Strong technology and administrative skills.
- Ability to meaningfully engage with issues of racial equity and inclusion.
- Punctual and reliable with strong sense of accountability.
- Strong time management skills, with an ability to proactively anticipate needs.
- A demonstrated ability to effectively work with colleagues, clients/customers, and partners.
- Good decision making skills, with the ability to analyze information, evaluate results, and implement the best solution to solve problems or challenges.
- Ability to exercise good judgment and self-control.
- Good comprehension skills, with the ability to listen to and understand information and ideas presented through verbal communication.
- Effective verbal and written communication skills.
- Ability to willingly accept direction on assignment and to work independently and as part of a team.
- Enthusiasm, trustworthiness, personal integrity and honesty.
- Self-motivated, with a dedication to keeping up-to-date technically, learning new skills quickly, and applying new knowledge to the job.

QUALIFICATIONS

- High school diploma or educational equivalent.
- Minimum of 3 years of customer service, leasing, reception or office administration experience.
- Strong computer skills and demonstrated working knowledge of the primary Microsoft Office programs (Word, Excel, Outlook, etc.) required; experience with email, network, database and smartphone account setup and configuration, software installation and troubleshooting in an Office 365 environment is a plus.
- Bi-lingual communication skills are a plus.
- Reliable transportation to and from work, including off site events.
- Ability to successfully pass a background check and other pre-employment screening.

SALARY AND BENEFITS

Salary range for this position is \$32,500 to \$37,500, based on skills and experience; benefits include medical insurance, dental insurance, disability and life insurance, 403(b) retirement plan with company contribution and matching, employee assistance program, and professional development opportunities.

TO APPLY

Please send cover letter and resume to careers@piedmonthousing.org by December 16th.

Piedmont Housing Alliance is an Equal Opportunity Employer. We are committed to building a team that values diverse perspectives, inclusive policies, and equitable practices. Candidates of all races, ethnicities, nationalities, religions, genders, sexual orientations, ages, and abilities are encouraged to apply.