**Housing Solutions of Northern Arizona**

**Job Description**

**Position Title:** Housing Programs and Front Office Assistant

**Employment Details:** Full time - 40 hours/week

 Could be four 10-hr days Mon-Thus or five 8-hr days Mon-Fri

 Some nights and weekends

 Occasional travel required

 Non-Exempt Position

 $15.50/hr. - $16.50/hr.

**Job Location:** 2304 N. Third Street Flagstaff, AZ 86004

**Housing Solutions of Northern Arizona History:**

Housing Solutions of Northern Arizona, Inc., is a local 501(c)3 nonprofit organization whose mission is to build opportunity for sustainable, affordable housing in northern Arizona. Founded in 1990, as the Affordable Housing Coalition and previously known as BOTHANDS, the organization’s main programs include housing counseling, construction of affordable housing and Sharon Manor, a transitional housing facility for survivors of domestic violence experiencing homelessness. The Mission of Housing Solutions of Northern Arizona is to build opportunity for sustainable affordable housing in Northern Arizona.

**Housing Solutions of Northern Arizona’s Non-Discrimination Policy:**

Housing Solutions of Northern Arizona, Inc. is an equal opportunity employer and provides equal employment opportunities to otherwise qualified individuals without regard to age, race, color, gender, sex, pregnancy, sexual orientation, ethnicity, national origin, religion, marital or familial status, disability, or veteran status. The practice of non-discrimination applies to all employees, volunteers, applicants for employment and applicants for volunteer opportunities, and to all terms and conditions of employment.

**Summary:**

The person in this position will work with potential low- and moderate- income homebuyers, potential low-income tenants and individuals seeking housing/credit counseling to understand basic program guidelines. He/she will triage clients and work with our Housing Counselors to meet housing needs of Housing Solutions’ clients. This person will be responsible for staffing the Housing Solutions’ Front Office, and is likely to be the first person clients, potential clients, donors, etc. interact with. He/She will answer basic program questions and direct the public to the appropriate staff person and/or community resource. He/She will accept rental payments and utilize Quickbooks for record rent receipts. This person will be responsible for filing and facilitating accounts payable processes with our accountant. This person will also be responsible for maintaining our client databases and individual client files, both electronic and hard-copy.

Employee work schedule can be flexed; however, the employee must work Monday – Thursday 9 a.m. to 3 p.m. to cover the Front Office. A break for lunch during that time will be provided.

**Essential Duties and Responsibilities:**

* Set up client files, including hard-copy files, electronic files and utilization of our online client management system.
* Monitoring client files and completing quality control reviews to ensure compliance with HUD and other funder requirements (training provided).
* Provide basic program information to clients about assistance programs offered through Housing Solutions; provide referrals to clients seeking assistance that is not provided by our agency.
* Maintain client databases and complete reports for board oversight and grant funders.
* Staff Housing Solutions Front Office, ensuring the office is open and accessible for clients and the community during posted office hours (Monday-Thursday 9 a.m. to 3 p.m.)
* Accept rental and other payments; track client payments in our Quickbooks accounting software (training provided).
* Provide back-up staffing for front office, as needed.
* Complete administrative duties such as filing, data entry, etc.
* Maintain ongoing communication (oral and written) with direct supervisor and coworkers.
* Provide administrative support for other staff members, as needed, including help with special events and coverage at Sharon’s Attic, our thrift store.
* Other duties as assigned.

**Minimum Qualifications:**

* Highschool diploma (required)
* Experience with databases, Excel and Microsoft Office products
* Able to meet requirements to acquire level 1 Fingerprint Clearance Card (required)
* Good written & oral communication (required)
* Detail oriented (required)
* Ability to multi-task and balance multiple priorities (required)
* Experience working/volunteering with non-profits (preferred)
* Bilingual in Spanish (Preferred)