



## Office Coordinator Job Posting

Job Title: Office Coordinator  
Location: Rockford  
Reports to: Program Manager, Homeownership Counseling & Education  
Status: Non-Exempt, Full-Time, Grade 10

### Summary

The Office Coordinator welcomes customers to HomeStart, and helps them complete all initial intake steps for our counseling and education. The Office Coordinator also manages the customer files, data entry, and building supplies and maintenance. This role supports the Program Manager and Counselors in helping provide education and information to community members about housing resources.

### Responsibilities

- Answers main phone line and assists callers
- Assists visitors to HomeStart
- Assists clients with copying documents
- Assists clients with checklist of documents; look for signatures where needed & completion of documents and gets the completed paperwork to the appropriate staff person
- Enters phone calls, clients dropping off documents & faxes in CounselorMax;
- Maintains the minutes for HomeStart Staff Meetings
- Intake Coordination
  - Assists clients with completing registration packets for all services
  - Updates all relevant record keeping software and working with counselor to help collect paperwork
  - Directs interested clients to HB411 and the packet download; mails information and DVD to clients with no internet
  - Enrolls clients in classes
    - Place reminder calls 1-2 days before the classes
- File Management
  - Audits closed files for completeness, including checking CMS for appropriate notes. Moves these files to long term storage
  - Maintain long term files according to policy guidelines
- Data Entry and Reporting
  - Works with counselors to complete data entry necessary for case resolution
  - Before submission, works with counselors and Program Manager to ensure accuracy and to capture as many resolutions as possible for the reporting time period
  - Serves as back-up to the Program Manager in charge of production reports
- Building Supplies and Maintenance
  - Work with Program Manager to routinely check building for maintenance issues
  - Inform Program Manager of supply needs, and order product as necessary
  - Schedule and set-up meeting rooms for counselors and partners
- Support counselors and Program Manager as much as possible

### Education and Experience

- Computer skills and knowledge of relevant software
- Knowledge of operation of standard office equipment
- Knowledge of clerical and administrative procedures and systems such filing and record-keeping
- Knowledge of principles and practices of basic office management

**Qualifications**

- Commitment to excellent customer service
- Communication skills – written and verbal
- Flexibility
- Planning and prioritizing
- Teamwork
- Problem assessment and problem-solving
- Attention to detail and accuracy

**Schedule**

This is a full-time position, 40 hours per week to be performed on site. Hours would be Monday through Friday, 8:30a until 5p.

**Compensation:**

Commensurate with experience. This position is contingent upon the availability of grant funding.

If interested, please send resume and cover letter to Stephanie Rains, [StephanieR@nwhomestart.org](mailto:StephanieR@nwhomestart.org)