



Part-Time Program Intake Coordinator

THE ORGANIZATION

NewVue Communities (NewVue) is the leading non-profit housing developer in North Central Massachusetts and has over forty years serving residents in communities from Athol to Harvard.

NewVue is a community-based non-profit organization whose mission is to improve the quality of life of low and moderate income residents in North Central Massachusetts through community development. Our work is about improving and stabilizing neighborhoods, promoting business development, and building the economic, physical, and personal or individual assets of local communities and their residents. Community assets range from a house or a business to a new leader or community working together to affect a change.

Overall Responsibilities:

- Provide client support in a timely manner by assuring clients are called back, clients have had meaningful follow up.
- Schedule and conduct intake appointments with clients.
- Coordinate and schedule seminars in the program areas.
- Collect all relevant information and documents this involves intense follow-up.
- Maintain continuity among department team members and clients by documenting and communicating actions and ongoing client needs.
- General clerical work, including answering phones data entry, mailing, scanning, faxing and copying.
- Utilize agency client management system to maintain client files in accordance with all laws and governing organizations.
- Compiling with multiple reporting in a timely manner.
- Provide other administrative support as needed to ensure the efficient operation of the departments.

Our Ideal Candidate:

Our ideal candidate will be a dedicated and self-motivated individual who has many of the following skills and experiences:

- Conversational proficiency in English and Spanish is a requirement.

- Strong customer service and problem-solving skills.
- Experience maintaining timely, consistent, and accurate records and data files.
- Highly organized and able to prioritize.
- Able to handle a high paced environment.
- Strong knowledge of computer software, including Microsoft Word, Excel, and Power Point. Experience with Sales Force or another client management system is a plus.

Note: This job description is not intended to be all-inclusive, or exclusive. This position may be asked to perform other administrative tasks as may be required.

This position reports to the Director of Housing and Financial Services. This position is in person. The salary range for this part-time position of 25 hours a week, subject to experience and qualifications, is: \$20-25 plus pro-rated vacation and sick time.

If you believe that you have the skills and qualifications that would contribute to NewVue and to this position, we encourage you to apply. Please submit a cover letter and resume as one document to jobs@nvcomm.org. No letters or phone calls please. Questions should be addressed to: Dolores Thibault-Muñoz, Deputy Director dtmunoz@nvcomm.org. Submit your Cover Letter and Resume jobs@nvcomm.org. This position is open until filled.

NewVue Communities views diversity, inclusion and cultural competence as vital principles in all of our work with clients and communities. We welcome and encourage applications from visible minority groups members, indigenous persons, members of the LGBTQ community, persons with disabilities, and others who may contribute to the diversity of the organization and who reflect the diversity of the communities we serve.

NewVue Communities provides equal employment opportunities to all applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws. Women, minorities, individuals with disabilities and veterans are encouraged to apply.