



## **Job Description**

**Revised:** November 2019

**JOB TITLE:** Community Programs Coordinator

**DEPARTMENT:** Community Programs

**REPORTS TO:** Foreclosure Prevention Manager

**STATUS:** Full Time Non-Exempt

**GRADE:** 1

### **Organizational Background**

Urban Edge is a community development corporation (CDC) committed to developing and sustaining diverse urban neighborhoods of choice populated by resilient families and sustained by a dynamic web of community relationships. We work primarily in Jamaica Plain, Roxbury, and surrounding areas. Our work results in community residents that are economically resilient and leaders of change, a built environment that is affordable, exemplifies good urban design and contributes to an environmentally sustainable community and a community where residents have increased access to a diverse range of needed resources and services. Our major program areas are community building and organizing, asset building, and development of high quality, high impact affordable rental and owner housing as well as educational and recreational facilities for youth and families. Since its founding in 1974, Urban Edge has grown from a small nonprofit homeownership counseling and real estate brokering organization to become one of the leading community development corporations in the country, with 30 staff and an annual operating budget of approximately \$3.5 million.

### **Summary:**

- The Coordinator will work to provide general support to the Community Programs department, with a special focus on data management for financial counseling and coaching.
- The Coordinator will work with the Director and Community Programs staff to develop process workflows to map the Community Programs lines of business.
- The Coordinator will manage the Salesforce program for Financial Capability Counseling and Credit Counseling reports to produce weekly updates to be reviewed at weekly Community Programs meetings.
- The Coordinator will also work with the Manager of Homeownership Services to prepare for first time homebuyer classes by setting up classrooms.
- The Coordinator will respond to phone calls, emails and register walk-in customers as needed regarding First Time Homebuyer and Credit Counseling classes and assist by enrolling attendees during the evening and Saturday classes.

- S/He has an acute attention to detail and provides timely, accurate data entry functions for various Community Programs services. Exceptional interpersonal and communication skills combined with a healthy dose of common sense results in this person being a superb listener and compassionate problem-solver who possesses the ability to prioritize tasks in a fast-paced environment.

### **Essential Duties and Responsibilities:**

#### **Data Management:**

- Assisting to register people into Salesforce for all classes
- Updates Salesforce and CounselorMax daily
- Receives calls and completes intakes from front desk referrals and walk-ins.
- Covers the front-desk as a back up
- Completes Division of Banks reports
- Represents Urban Edge at community events
- Completes other data entry and tasks as needed

#### **Homeownership Responsibilities:**

- Develops and manages a listserv to market all of the Community Programs classes.
- Conducts in-person counseling sessions for people completing the Frameworks online FTHB classes.
- Attends all in person first-time homebuyer workshops to provide support with registration, data entry other support services needed to insure classroom success.
- Uses CounselorMax and Salesforce to enter reporting data on FTHB participants.
- Records data for other reporting purposes
- Represents Urban Edge at community events such as bank, agency and housing fairs.
- Performs other duties, which may from time to time be assigned.
- Complete appropriate training and received required certification.

#### **Knowledge:**

- Familiarity with activities programs and mission of CDCs.
- Familiarity with agencies and institutions involved in affordable housing and real estate brokerage businesses.
- Commitment to and experience in working in multi-cultural organizations and communities.
- Familiar with agencies and institutions involved in housing in Boston.

#### **Skills:**

- Advanced computer skills in Microsoft and Salesforce products.
- Ability to interact positively with the public and staff.
- Ability to communicate effectively and tactfully on the phone.
- Ability to handle a variety of tasks simultaneously and in a logical sequence.
- Demonstrated accuracy, timeliness, and follow-up on tasks
- Ability to work with and understand people of all ethnic backgrounds and understand the problems of the clients.
- Ability to work independently and to make judgments within the scope of the job

- Demonstrated ability to express thoughts, perceptions, and ideas clearly and concisely, verbally and in writing.
- Demonstrated competency in word processing, spreadsheets and database management.

### **Evaluation and Program Improvement**

- Participate in conducting formal program evaluation activities.
- Provide insight into revising programming and contract outcomes to insure that reports are delivered ahead of schedule and outcomes are considered exceptional.
- Must meet the standards and requirements imposed by outside, 3<sup>rd</sup> party compliance review specialist.

### **Qualifications:**

#### **Education:**

- Minimum high school degree
- College degree preferred
- Spanish speaking is a plus

#### **Experience:**

Minimum 1 year of office experience.

#### **Supervision Received/given:**

Works under general supervision. Assignments are received in both objective and task-oriented terms. Follows established procedures/policies/precedents. Work is reviewed for soundness of judgment and overall adequacy and accuracy.

#### **Contacts:**

- Works cooperatively with all Community Programs staff and assists where and when needed.
- Works with the public on a regular basis requiring tact and discretion.

#### **Working Conditions:**

- Most work is in an office setting.
- Work requires moderate physical effort.
- Available to work Saturdays and evenings when classes are in session.

#### **Application Information**

Please forward resume and cover letter to [careers@urbanedge.org](mailto:careers@urbanedge.org). You may also mail to Resumes at Urban Edge at 1542 Columbus Avenue, Roxbury, MA 02119.

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The specific statements shown in each section of this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job.

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